

# Aging Issues

A publication for New Hampshire's older citizens

Volume 8 Issue 1

Spring 2004

## LTC Ombudsman Program Has New Volunteer Candidates

by Margaret Morrill



Front row (left to right): Ann Ackley, Gloria Megins, Dottie Harnish, Jennie Finn, Marlene Salib, Judith Griffin (LTCOP Volunteer Coordinator) and Joyce Winders. Back row (left to right): Adam Foster, Michael Ventola, Sally Heuchling

Nine people graduated on October 31, 2003 from a volunteer training program for Certified Long-Term Care Ombudsman Representatives. Ranging in age from 19-68, these individuals bring a variety of life experiences and backgrounds to their volunteer work.

The Long Term Care Ombudsman Program (LTCOP) receives, investigates and resolves complaints or problems concerning residents of nursing homes and assisted living facilities. Other responsibilities include providing education and consultation to facility staff and advocating for legislation, policies and regulations that will assist residents.

Trained and certified volunteers help LTCOP fulfill its mission by visiting facilities on a regular basis, helping to identify and resolve problems that residents may have, and advocating for the rights, safety and well-being of residents.

"Nursing home providers are trying very hard to provide the best quality of care and life for their residents," said Judith Griffin, Volunteer Coordinator for the LTC Ombudsman Program. "However, despite their efforts, the shortage of staff and the tight economic environment are challenges to the goal of quality care. Administrators welcome the presence of our volunteers to help them be more aware of the needs of residents."

Volunteer candidates in the LTCOP program are interviewed and screened, and complete a 30-hour training curriculum covering a wide variety of topics concerning aging, long-term care and advocacy skills. Program presenters are drawn from various areas of expertise.

After completing the classroom portion of the certification program, candidates are assigned to visit nursing homes or assisted living facilities, and commit to 10 hours each month.

At first, each candidate is accompanied by a preceptor, an experienced volunteer who provides a minimum of 10 hours of guidance and support and helps the candidate apply the knowledge gained during the classroom portion of the program.

If the preceptor believes that a candidate is comfortable in his or her role, and has the requisite knowledge and skills, the preceptor recommends to Judith Griffin and the State LTC Ombudsman that the candidate be certified as an official representative of the Office of LTC Ombudsman.

Volunteers attend quarterly meetings and receive ongoing support and guidance from LTCOP staff.

Gloria Megins, a former retail sales associate, will be receiving her Certification at a ceremony that is scheduled to take place during the statewide volunteer representative meeting in April. She recounts that during a recent visit to her assigned facility, she noticed that the two nursing assistants in the dining room were so engaged in their own conversation that they were not paying attention to the residents in the room.

Megins discussed this situation with the nursing home administrator. As a result, the two nursing assistants and other staff members were counseled about the importance of focusing their attention on the residents. Facility policy was also changed to assure a supervisory presence at all meal times.

Megins feels good about the help she provided. "I've done volunteer work before," she said, "but it was just pushing paper. It wasn't at all satisfying. I feel proud as a peacock volunteering for this program. I've learned so much, and I'm meeting all these wonderful people who live and work in my facility. I've also made many new friends among my fellow volunteers."

(continued on page 3)

## New Medicare Law Adds Prescription and Other Health Benefits

In December, Congress passed the Medicare Prescription Drug Improvement and Modernization Act of 2003, which added new prescription drug and preventive benefits. These benefits are being phased in between 2004 and 2006.

The information described below was provided to the Division of Elderly and Adult Services by the Centers for Medicare and Medicaid Services (CMS). However, certain aspects of these benefits are still being determined by CMS.

### Interim Prescription Drug Discount Card (June 2004)

Beginning in June 2004, Medicare will offer a prescription drug discount card to assist Medicare-eligible people. This program is a temporary or interim program designed to help seniors and people with disabilities pay for prescription drugs until the Medicare Drug Benefit begins in 2006.

- Enrollment for the Medicare prescription drug discount card program is expected to begin in June 2004. Medicare plans to send information to beneficiaries with details about how to enroll.

- CMS will contract with private companies (called card vendors or sponsors) to offer the new discount card.

- The enrollment fee for the card will not exceed \$30 per year.

- The card is expected to provide estimated savings between 10% and 25% on individual prescriptions when an enrollee goes to a participating pharmacy.

- For an individual with an income of not more than \$12,123 or \$16,362 for a married couple (135% of the 2003 federal poverty level), Medicare will provide up to \$600 to help pay their enrollment fees and prescription drug expenses.

(continued on page 4)

## Aging and Disability Resource Centers Planned for NH

New Hampshire is one of 12 states to receive a grant from the U.S. Department of Health and Human Services (HHS) to develop Aging and Disability Resource Centers (ADRCs).

Grants totaling nearly \$9.3 million were awarded by HHS in September 2003 as part of the President's New Freedom Initiative, which aims at overcoming barriers to community living for people with disabilities of all ages. The purpose of these funds is to create "one stop shopping" centers to help consumers learn about and access long term supports ranging from in-home services to nursing facility care.

New Hampshire's ADRC grant is for \$800,000 over the next three years, and will be administered by the NH Institute of Health Policy and Practice at the University of New Hampshire, in cooperation with the Division of Elderly and Adult Services.

The ADRC grant program is sponsored jointly by the Administration on Aging and the Centers for Medicare and Medicaid.

New Hampshire's ADRCs will provide information and assistance to a wide audience, including older persons, adults with chronic illnesses or disabilities, and their caregivers, and will also serve as a resource for professionals.

The ADRCs will be located in community settings throughout the state and may be accessed by individuals regardless of financial status. The services provided will include access to the application process for Medicaid and other programs administered by the NH Department of Health and Human Services and will assist individuals in connecting with community-based programs.

(continued on page 5)

### Table of Contents

From The DEAS	
Director's Desk .....	2
Vaughan Award	
Nominations Sought .....	2
NHLA Receives Grant .....	2
National Womens	
Health Week .....	2
Building Tomorrow Today .....	3
Seniors Count in Manchester ...	3
With A Little Help .....	4
The Law and You .....	4
Pneumoccal Shots	
Saves Lives .....	5
How To Be Web Ready .....	5
Driving Safely As We Age .....	5
Adult Day Program	
Opens in Claremont .....	6
RISE Institute .....	6
ServiceLink Addresses .....	7
Spring Calendar .....	7



## From The DEAS Director's Desk

Dear Reader:

In the last edition of *Aging Issues*, I indicated that the NH Department of Health and Human Services, under the leadership of Commissioner John Stephen, is being reorganized to operate more efficiently.

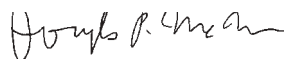
A reorganization plan has now been drafted. The plan would combine the Division of Elderly and Adult Services (DEAS), the Division of Behavioral Health (DBH) and the Division of Developmental Services (DDS) into a new Division of Long Term Support.

The new Division will bring together in one organization the services now provided by DEAS to elders and persons with chronic illnesses and/or disabilities; the mental health services provided by DBH; and the services provided by DDS to persons with developmental disabilities and their families. This is intended to streamline access to services for consumers and help us to maximize available resources and service dollars. At the same time, we want each program area to maintain its unique identity for the population it serves.

Please see the separate articles included in this edition of *Aging Issues* for information on other important initiatives, including the Aging and Disability Resource Center grant, the benefits provided under the new Medicare law, and the fourth annual Conference on Aging.

The conference is scheduled for May 4, 2004 at the Courtyard Marriott in Concord and is being sponsored by DEAS and the State Committee on Aging. The theme will be *Building Tomorrow Today: You Are The Architect of Your Future*. The conference agenda includes a number of helpful workshops and exhibits, and I encourage you to attend. Please see the article on page 3 for further details.

Sincerely,



Douglas P. McNutt

## NH To Celebrate National Women's Health Week

by Kelly Giard and Ann Walls

### Join NH Healthy Women in promoting wellness.

Celebrate National Women's Health Week in New Hampshire (May 9-15, 2004) by participating in scheduled events to be held across the state, or by engaging in activities that promote wellness for women and their loved ones.

Last year, the NH Department of Health & Human Services recruited over 35 statewide and local organizations to participate in National Women's Health Week. This year, we have partnered with the Safety and Health Council of NH to form *NH Healthy Women*. This is a means of raising public awareness about the importance of women's health during National Womens Health Week and throughout the year.

The purpose of *NH Healthy Women* and National Women's Health Week is to provide information about simple, manageable steps women can take to improve their overall physical health and mental well-being. Last year, free health screenings were offered around the state as well as special events for women and their loved ones to participate in. These included outdoor activities (e.g., hiking, bird watching) and educational workshops. Special events are also being planned for this year, and will be posted on the NH Healthy Women website: [www.shcnh.org/womensweek](http://www.shcnh.org/womensweek) and the national website for National Women's Health Week, [www.4woman.gov](http://www.4woman.gov).

Join us on Monday, May 10 at noon in Concord for a kickoff event on the State House lawn with keynote speaker Jane Sullivan-Durand, MD. Dr. Sullivan-Durand practices behavioral medicine at the Center for Integrative Medicine in Concord and is a medical consultant with Concord Hospital's Departments of Cardiac Rehabilitation and Maternal and Child Health. She developed "Take Heart", a program for behavioral treatment of heart disease, and "Healing From Within", A Mind-Body Infertility Program". She lectures frequently on behavioral medicine.

To learn more about National Women's Health Week, visit the web site at [www.shcnh.org/womensweek](http://www.shcnh.org/womensweek), call Pam Redlon at 603-229-3391 or call Kathy Desilets at 1-800-852-3345, Ext. 4527.

Local agencies, businesses or individuals interested in organizing an event may request a *NH Healthy Women* Tool Kit while supplies last, or download the tool kit at [www.shcnh.org/womensweek](http://www.shcnh.org/womensweek).

Kelly Giard and Ann Walls are Health Promotion Advisors at the DHHS Bureau of Health Promotion. Giard works in the Breast & Cervical Cancer Program and Walls in the Family Planning Program.

## Vaughan Award Nominations Sought

The NH State Committee On Aging (SCOA) is seeking nominations for this year's Joseph D. Vaughan Awards, to be presented later this year. The Vaughan Awards are presented annually to one senior (or one couple) from each county who is/are age 60 or older, and who has shown outstanding leadership or demonstrated meritorious achievement as volunteers on behalf of New Hampshire's older citizens.

Nominations for the Vaughan Awards are being accepted until **March 25, 2004**. To obtain a nomination form, call Peggy or Karen at **1-800-351-1888** or write to the State Committee On Aging, c/o Darwin Farber, 129 Pleasant St., Brown Bldg., Concord, NH 03301-3857.

## NH Legal Assistance Receives AoA Grant

The U.S. Administration on Aging (AoA) recently awarded New Hampshire Legal Assistance a \$90,000 grant to develop the Consumer Law Project for Seniors, a program to improve and expand the delivery of legal services to New Hampshire seniors victimized by consumer-related abuses and financial exploitation. New Hampshire Legal Assistance (NHLA) was one of four programs throughout the country to receive the funding.

Project attorneys will provide advice and representation to seniors on consumer-related legal problems and will also conduct outreach, education and training to the legal and eldercare community. NHLA will collaborate with the Consumer Protection and Antitrust Bureau of the NH Attorney General's office and other key legal, community and faith-based organizations on case referral, training, and outreach. The Consumer Law Project for Seniors is available free of charge to New Hampshire residents over the age of 60.

"Seniors face an array of complicated and distressing consumer law problems, including deceptive telephone sales, unfair or fraudulent business practices, and debt collector harassment. This grant will help us address a huge unmet need for seniors in New Hampshire," said John Tobin, NHLA's Executive Director.

NHLA, a non-profit law firm, has been representing low-income and elderly people for more than three decades in a variety of civil cases involving housing, health care, government benefits, domestic violence, utility shut-off and nursing home problems. Over the years, NHLA has undertaken thousands of cases and worked to protect low-income families and the elderly in the legislature and in a number of other forums.

The Administration on Aging is an agency in the U.S. Department of Health and Human Services, and one of the nation's largest funders of home-and community-based care for older persons and their caregivers. Each year, the Administration on Aging provides funds to several new senior legal services projects to help provide critical legal services to hard-to-reach, frail, socially and economically disadvantaged, and otherwise at-risk individuals.

Any New Hampshire resident over the age of 60 who needs help with a consumer issue should contact the Consumer Law Project for Seniors at **1-888-353-9944**.

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## Vision Access Equipment Available In DHHS District Offices

by Joan Marcoux

The Department of Health and Human Services has taken several steps to make its printed program materials more accessible to individuals who have vision impairments. This initiative began last year, and has resulted in Departmental information being available in several formats.

Now, at each District Office, an individual may read several of the Department's forms in large print format or by using a hand-held magnifier or Closed Circuit Television, also known as a Video Magnifier. These forms are also available on audiotape, on diskettes and on CDs.

Vision Access Kits have been distributed to each District Office, including (continued on page 7)



# Building Tomorrow Today

## May 4<sup>th</sup> Conference to provide “tool kit for aging.”

by Bob Montgomery

On May 4, the Division of Elderly and Adult Services will raise the curtain on the fourth annual Conference on Aging, and is predicting a record turnout. This event is co-sponsored by the State Committee on Aging and will be held at the Grappone Conference Center, Courtyard Marriott in Concord.

The conference theme is “Building Tomorrow Today: You Are The Architect of Your Future”. An array of workshops featuring speakers from throughout New England will be on the agenda, as well as many exhibitors providing information on services and products available to seniors. A buffet luncheon will be served at noon.

Here’s a sampling of some of the scheduled workshops: “Duct Tape and Velcro: Simple Solutions for Everyday Life: “Complementary Therapy: Exploring Alternative Practices to Enhance Your Health”. “Wallet Therapy: Massage Your Dollars to Work for You”; “Brain Aerobics: Exercises for Your Mind”; and “Home Is Where You Are: Housing Options for Seniors.”

The conference will also feature a panel discussion (Aging Well, Living Well) with New Hampshire seniors who will share how they discovered new ways to explore their gifts and talents or how they made major life changes during their retirement years.

### Registration

The registration cost for the conference, which includes lunch and attendance at all of the May 4 events, is \$40. Seniors age 65 years and older will pay \$10 for registration. Some conference “scholarships” will also be available.

Access equipment will be available to assist those with vision or hearing loss, and may be requested on the registration form or by contacting DEAS.

Brochures describing the conference agenda, registration information and fees will be mailed in mid-March. Individuals requesting information about registration, access or scholarships can call the Division of Elderly and Adult Services toll-free at **1-800-351-1888, Ext. 4680**.

Potential exhibitors or persons interested in becoming conference sponsors may contact the conference fiscal agent, High Point Communications Group, Inc., in Bow, NH, at **603-226-3000**.

### Big Band Dance-Social Slated for Conference Eve

A social featuring the big-band era dance music of the Freese Brothers Band will be held on Monday evening, May 3, beginning at 7pm, at the Courtyard Marriott in Concord. This event will usher in Older Americans Month and celebrate the recipients of this year’s Vaughan Awards. Tickets for the social, which includes hors d’oeuvres, will be sold separately beginning in mid-March. Ticket costs are \$15.00 per person and \$25.00 per couple. For more information contact DEAS at **1-800-351-1888, Ext. 4680**.

Reservations for overnight accommodations at the Marriott are at the individual’s expense, and can be made by calling the Marriott at **603-225-0303**.

*Bob Montgomery is a member of the State Committee on Aging and the author of “View From The Hill”, a column published by Neighborhood News Publications. He lives in Goffstown.*

## Ombudsman

(continued from page 1)

Adam Foster is a licensed nursing assistant (LNA) studying for his RN degree. On a recent visit to his assigned facility, he was walking by a resident’s room and couldn’t help but notice that the door was open, and the staff member bathing the resident had not placed a privacy screen around the bed. Foster informed the head nurse, who saw to it that a screen was placed and the door closed, and that the staff member was counseled about the right of each resident to be treated with dignity and to have privacy.

Says Foster, “I wanted very much to become a Certified Volunteer Representative with the Long-Term Care Ombudsman Program because I saw things that deeply troubled me when I was working several years ago as an LNA in a nursing facility. I wasn’t able to do much from that position to improve things. As a volunteer representative of the LTC Ombudsman Office, I can help to make changes to improve the care and experiences of our elders living in long term care facilities. These folks deserve the best we can do for them.”

Don Rabun, LTC Ombudsman, hopes that more people will be interested in volunteering. “New Hampshire’s Volunteer Certification. Program is one of the most comprehensive in the nation,” he said. “Volunteers provide a regular presence in facilities and are essential to the effectiveness of our program. We couldn’t do without them.”

The Office of the LTC Ombudsman offers two Certification Programs each year, one in the spring and one in the fall. Applications are now being accepted for the Spring 2004 session, which will begin on May 17. For more information, contact Judith Griffin at **1-800-442-5640 (toll-free)**, or if you are calling from outside NH, **603-271-4375** or **603-271-4396**. You can also email [jgriffin@dhhs.state.nh.us](mailto:jgriffin@dhhs.state.nh.us)

# Seniors Count in Manchester

by Bernadette Seifert

Alice, age 85, had lived in the same house for 55 years and wanted to go on doing so. But as her health problems multiplied, daily life became more challenging. She developed high blood pressure and diabetes, as well as severe arthritis in both knees that made driving impossible, although she could still walk with a cane. Her medication costs were \$300 per month, and she did not qualify for Medicaid.

Due to limited mobility, cooking and housework became more difficult, and outside chores like yard work and snow shoveling became impossible. Shopping trips were scarce, and Alice often had to “make do” without the grocery or household items she wanted. Television was one of her few means of entertainment, but when her 40-year old set gave out, she couldn’t afford another one.

When Alice contacted a local agency in Manchester for help with yard work, they referred her to the Seniors Count program.



*At the Seniors Count Symposium in Manchester (December 2003). Left to right: Cathy Lodico (Visiting Nurses Association of Manchester and Southern NH, Inc.), Patricia Magee (Supervisor, DEAS Unit, Manchester District Office), and Sister Patricia Sullivan (Catholic Charities of NH)*

Seniors Count is a growing movement in the greater Manchester area that is working hard to help frail elders like Alice and to change the way the community views and addresses their needs. Spearheaded by Easter Seals-NH, the Seniors Count Task Force began meeting more than a year ago

to outline a plan to address the critical needs of seniors in their community.

The task force is comprised of over 25 representatives from Manchester’s social service community, including the New Hampshire Division of Elderly and Adult Services, the City of Manchester, hospitals, the community mental health center and private industry.

Almost 40% of Manchester’s senior citizens are seriously limited in their ability to move freely and care for themselves. Most have multiple needs. About 50% live alone, (a high risk factor for accidents, isolation, and depression) and that number is increasing significantly.

Arlene Kershaw, Senior Services Director at Easter Seals NH, commented that oftentimes it is not the lack of services, but difficulty locating and accessing available services, that causes a senior to have to enter a nursing home.

“A snow covered driveway, the lack of accessible transportation, the high cost of medication, difficulty managing monthly utility bill payments – these may be simple hurdles for younger or more physically able adults, but large mountains to a frail elder, unless a community works together to break down these barriers.”

Said Peter Janelle, CEO of the Mental Health Center of Greater Manchester, and one of the founding partners of Seniors Count: “Our services to frail seniors need to be simple, individualized, and coordinated through one local contact.”

The aim of the Seniors Count task force is to make the senior population in Greater Manchester more visible, and to encourage the community to be more responsive to their needs. Last fall, the Seniors Count pilot program was initiated at Easter Seals NH. Its purpose was not to duplicate existing programs, but to help adults age 60 and older in Greater Manchester to locate, access and coordinate available resources.

(continued on page 6)

## CONFIDENTIAL

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# With A Little Help

## The “Brown Bag” Method

by Dennis Hett

Our elected representatives in Concord and Washington have been talking about the cost of prescription drugs for a long time. This writer believes that they will still be talking about the issue for a long time to come.

While the politicians debate and the lobbyists lobby, we can take steps to squeeze every benefit we can from our prescription medications.

The first and easiest step involves a simple brown paper bag (or a shopping bag from a fashionable store if you prefer).

We’re not talking about packing a lunch to bring along for an outing. We’re talking about preparing for an annual visit to the doctor!

Once you’ve selected your bag, take all the medications (both prescription and over-the-counter) from your medicine chest, and put them into the bag. Next, pick up every nutritional supplement (vitamins, minerals, herbs, etc.) from your dining room table or kitchen counter and place them into the bag along with the medications. Take the bag with you to your appointment.

Show the contents to your doctor. Ask the doctor to tell you if he or she sees any problems, such as medications that work against each other, prescriptions that have expired, and/or errors by pharmacists.

This will give you and your doctor lots to talk about. It will also help the doctor keep your records up to date. You might also gain valuable space in your medicine chest if the doctor finds something that can be discarded.

Above all, you will gain more confidence and control over your own health care.

You might also bring the bag with you when you visit your pharmacist. Ask the pharmacist to compare the medicines you are taking with his or her records. Ask if the dosages you are taking are correct.

Make this “brown bag method” one of your annual rituals. It’s a beginning step in becoming informed about your health care and involved on your own behalf.

It’s also a beginning step toward better health care. Treatments have a better chance of working when you understand what’s going on.

**You should also contact your doctor any time you have questions about your medications, including any side effects you may be experiencing.**

Involve yourself in your health care. Brown bag it to your doctor’s office!

Information for this article was obtained in part from the Federal Agency for Healthcare Research and Quality (AHRQ). To learn more about how to take charge of your own health care, check out AHRQ’s publication, *20 Tips to Help Prevent Medical Errors*. You may read the full document at the following World Wide Web address: [www.ahrq.gov/consumer/20tips.htm](http://www.ahrq.gov/consumer/20tips.htm)

*Dennis Hett served a total of 25 years as CEO of three organizations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey, and the northern New England states. Dennis is co-chair of the Manchester Regional Area Committee on Aging, and a member of the Long Term Supports Committee of the State Committee on Aging.*

# The Law and You

The following question and answer is provided courtesy of Laurel O’Connor, Staff Attorney at the Senior Citizens Law Project for New Hampshire Legal Assistance.

**Q: What is guardianship, and when is it necessary?**

**A:** Guardianship is a legal proceeding by which a person is appointed by the Probate Court to assume the legal right and duty to care for another person, referred to as the “ward.” The guardian may be appointed to care for the personal needs of the ward (guardian of the person) or to care for the property of the ward (guardian of the estate) or both.

In New Hampshire, the law governing guardianships is RSA 464-A. This law recognizes a person’s right to be as independent as possible, and limits that right only to the extent required by the individual’s physical or mental limitations.

Most often, guardianship is necessary because people do not complete the necessary documents to appoint an agent to act on their behalf. As a general rule, if you have executed a Durable Power of Attorney appointing an agent to make your financial decisions and Advance Directives appointing an agent to make your health care decisions should you become unable to do so, you will avoid the necessity of guardianship proceedings. However, there are exceptions. For example:

If the agency or institution your agent is dealing with has any concerns about the validity of the document, they may require proof of guardianship before they do business with your agent; or

If anyone believes that your agent is not acting in your best interest, he or she may petition the Probate Court for guardianship.

Guardianship proceedings begin with a petition submitted to the appropriate Probate Court. Any family member, public official, other interested person or even an individual acting on his or her own behalf may petition the Probate Court to have a guardian appointed for the proposed ward.

In guardianship proceedings, there is a legal presumption that the proposed ward is competent and has the capacity to make his or her own decisions. Before a guardian can be appointed there must be a finding of legal incapacity as defined in RSA 464-A, and that finding must be established beyond a reasonable doubt.

The guardianship petition must contain specific examples of the proposed ward’s inability to provide for his/her personal needs for food, clothing, shelter, medical care, safety and/or an inability to manage his/her property or financial matters. The specific examples must have occurred within the six months prior to filing the petition, and at least one example must have occurred within 20 days of the filing of the petition.

The proposed ward has an absolute and unconditional right to an attorney. If the proposed ward can demonstrate that he/she cannot afford an attorney, the court will appoint one. That attorney must, to the extent reasonably possible, carry out the proposed ward’s decisions.

**No one can be appointed as your guardian without your knowledge.** A proposed ward must be notified about the guardianship proceeding and has the right to appear at the hearing to explain why he/she believes or does not believe that a guardian is needed.

At the hearing, the court will listen to the evidence presented and determine if the proposed ward is legally incapacitated, and whether the person seeking guardianship will be a reliable guardian.

If a guardian is appointed, the guardian has a *fiduciary duty* to act in the ward’s best interest. The Probate Court holds guardians accountable for their actions to ensure that they do not abuse, neglect or exploit the ward. For this reason, guardians are required to make annual reports to the Court.

If a guardian is appointed over a ward’s estate to handle financial affairs, the guardian must give a bond to the court, in an amount set by the court, to protect the value of the ward’s estate. **(It is important to note that the guardian is NOT personally liable for the ward’s debts.)** The guardian must also file annual accounts in the Probate Court listing all income and expenses of the ward.

A guardian appointed over the person must file an annual report with the court regarding the care and treatment of the ward. A copy of this report must be sent to the ward.

The text of RSA 464-A, New Hampshire’s guardianship law, can be found at [www.gencourt.state.nh.us/rsa/html/indexes/464-A.html](http://www.gencourt.state.nh.us/rsa/html/indexes/464-A.html). Answers to many questions about guardianship, as well as the form required by the Probate Court, can be found at [www.courts.state.nh.us/probate/guardianship.htm](http://www.courts.state.nh.us/probate/guardianship.htm).

(continued on page 6)

## New Medicare Law (continued from page 1)

- Each state will have at least two approved card vendors to choose from. Information on comparing each vendor will be available on the Internet at [www.medicare.gov](http://www.medicare.gov)

### New Preventive Benefits (2005)

Beginning in 2005, new preventive benefits will be covered under Medicare, including:

- A one-time initial wellness physical exam within 6 months of the day you first enroll in Medicare Part B;
- Screening blood tests for early detection of cardiovascular disease;
- Diabetes screening tests for people with Medicare who are at risk for getting diabetes.

### Prescription Drug Plans (2006)

In January of 2006, the Medicare interim discount card option will end, and Medicare will offer a more comprehensive prescription drug benefit that will also cost more. All people with Medicare will be able to enroll in plans that cover prescription drugs. Plans might vary, but in general, this is how the 2006 prescription drug coverage option will work:

- You will be offered a choice of prescription drug plans and pay a premium of about \$35 per month or \$420 annually
- In addition, you will pay the first \$250 in prescription drug costs, known as the deductible (not including the premium).
- You will then pay 25% of costs between \$250 and \$2,250 in prescription drug spending (not including the premium).
- You will pay 100% of the drug costs between \$2,250 and \$5,100 in out-of-pocket spending (not including the premium).
- You will pay 5% of your drug costs above \$5,100 (not including the premium).

Extra help will be available for people with low incomes and limited assets. Most significantly, people with Medicare in the greatest need, who have incomes below a certain limit, won’t have to pay the premiums or deductibles for prescription drugs. The income limits will be set in 2005. If you qualify, you will pay a small co-payment for each prescription you need.

### Obtaining More Information:

For more information on the new Medicare benefits, you may call:

- Medicare toll-free at **1-800-Medicare (1-800-633-4227)**,
- A ServiceLink site (call **866-634-9412** to be connected with the site nearest you – some sites have Medicare Learning Centers with computers); or

- Health Insurance, Education and Counseling (HICEAS) at **1-800-852-3388**.

Division of Elderly and Adult Services staff also plans to distribute written information and give presentations about the new Medicare benefits. For more information, contact **1-800-351-1888** and ask for Kim Hadank-Swinson at **Ext. 7857** or Karol Dermon at **Ext. 4925**.



Aging and Disability (continued from page 1)

A pilot ADRC is scheduled to open in September 2004.

“Individuals with disabilities and chronic conditions must often negotiate a fragmented service system. We want to create single entry points to make it easier for them to find the help they need,” said Mary Maggioncalda, Administrator, DEAS Bureau of Policy and Community Planning.

The ADRC grant is intended to assist, not supplant, the funds already allocated to other programs.

“The grant will build upon and integrate existing services already provided through ServiceLink, the Assessment and Counseling Program, and other Department of Health and Human Services Programs,” said MaryGaye Grizwin (DEAS), leader of the grant Planning Team.

The Planning Team is composed of staff members from DEAS and the Institute for Health Policy and Practice. The team is gathering and evaluating data on current long-term supports, and developing the operating structure, quality assurance mecha-

nisms, and technological supports needed to implement the ADRC pilot.

A Program Council provides executive oversight and includes the directors of DHHS program areas and James McCarthy, Dean of the UNH School of Health and Human Services.

An Advisory Council of stakeholders will provide important guidance regarding the design and implementation of the ADRCs. The Council will include elders, adults with chronic illness or disability, caregivers, and representatives from advocacy groups and provider organizations.

Updates on the ADRC grant will be posted on the UNH Institute of Health Policy and Practice web site at [nhhealthpolicyinstitute.unh.edu](http://nhhealthpolicyinstitute.unh.edu) and there will also be a link to this site from the DHHS web site at [www.dhhs.nh.gov](http://www.dhhs.nh.gov)

Persons with questions and/or suggestions about the ADRC grant may contact MaryGaye Grizwin by email at [mgrizwin@dhhs.state.nh.us](mailto:mgrizwin@dhhs.state.nh.us) or by regular mail at NH DEAS, 129 Pleasant St, Concord, NH 03301.

Pneumococcal Shots Save Lives

by Sheila Lazzaro and Mary Miller

Did you know that pneumococcal disease kills more people in the United States each year than all other vaccine-preventable diseases combined? Pneumococcal disease can cause pneumonia, bacteremia (infection of the blood), and meningitis (infection of the brain and/or spinal column). That’s why it is so important for older persons and other vulnerable individuals to be immunized against pneumococcal disease.

Side effects of the pneumococcal shot are rare. The most common side effects are: discomfort, swelling, or redness at the site of the injection. Pneumococcal vaccine (PPV) is routinely recommended for:

- **All adults 65 years of age or older**
- Anyone over 2 years of age who has a chronic illness, including:

heart disease	lung disease
sickle cell disease	diabetes
alcoholism	cirrhosis
spinal fluid leaks	
- Anyone over 2 years of age whose immune system is weakened by disease, chemotherapy or steroids, including:

Hodgkin’s Disease	cancer, lymphoma, leukemia
kidney failure	multiple myeloma
nephrotic syndrome	HIV infection or AIDS
radiation therapy	no spleen or a non-functioning spleen

Anyone over 2 years of age who is at risk because of environmental settings, including Alaskan Natives and certain Native American populations.

**Usually one dose of PPV is all that is needed. However, under some circumstances, a second dose may be given:**

- **A second dose is recommended for those people aged 65 and older who got their first dose before they became 65, if 5 or more years have passed since that dose.**
- A second dose is also recommended for people who:
  - Have a damaged spleen or no spleen
  - Have sickle-cell disease
  - Have HIV infection or AIDS
  - Have cancer, leukemia, lymphoma, or multiple myeloma
  - Have kidney failure
  - Have nephronic syndrome
  - Have had an organ or bone marrow transplant
  - Are taking medications that lower immunity (such as chemotherapy or long-term steroids).

In 2002, 64% of persons age 65 and older in New Hampshire received pneumococcal vaccine\*. One of the goals of New Hampshire Healthy People 2010 (NH’s health promotion and disease prevention agenda for the first decade of the 21<sup>st</sup> century) is to increase that number to at least 90%.

To find out about being immunized against pneumococcal disease, contact your health care provider. If you have questions or concerns about vaccines or immunizations, you can also call the NH Immunization Program at **1-800-852-3345, Ext. 4482** or **603-271-4482**. Our Public Health Nurses will be happy to discuss these issues with you.

*\*According to the U.S. 2002 Behavioral Risk Factor Surveillance System*

Sheila Lazzaro is a Public Health Nurse for the NH Immunization Program. Mary Miller is the Education & Outreach Coordinator for the NH Immunization Program, NH DHHS Office of Community and Public Health.

How To Be Web Ready

Advice from The Federal Trade Commission on use of the Internet

Keep private information private.

Smart surfers don’t disclose personal information unless they know who’s collecting it, why, and how it’s going to be used. And they never disclose their password.

Get to know online merchants.

Be cautious of a company that claims to have a secret connection overseas or doesn’t allow e-mail replies.

Question out-of-this-world claims.

Claims like “you can earn over \$50,000 a month” or “lose weight without dieting” suggest a scam. Be wary of any company that makes a product or performance claim that’s unlikely—or just plain hard to believe.

Make sure it’s secure.

If you buy something on the Internet and need to give your credit card number, verify the online security or encryption before you do business.

Know who’s who.

Online, anyone can be anyone, anywhere. Because it’s easy to fake e-mail addresses, be mindful of who you’re listening to or talking with before you give out personal information.

Watch the .exe files.

Secret programs may exist in files you download—especially *.exe files*. These files could ruin your hard drive, hijack your modem, or collect information about you without your knowledge. Install a virus protection program before you go online.

Filter for fun.

Inexpensive “filtering” software programs help make sure your family members are protected from sites that may not be age—or interest—appropriate. *The FTC works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop and avoid them. To file a complaint or to get free information on consumer issues, visit [www.ftc.gov](http://www.ftc.gov) or call toll-free, 1-877-FTC-HELP (1-877-382-4357); TTY: 1-866-653-4261. The FTC enters Internet, telemarketing, identity theft and other fraud-related complaints into Consumer Sentinel, a secure, online database available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad.*

Driving Safely As We Age

by Amanda Plourde

Driving is a task that many of us take for granted. As we age, this task becomes more difficult, but also more necessary than ever, especially in rural New Hampshire, a state that has fewer public transportation resources.

The ability to drive requires good vision, the ability to think and react quickly and the physical ability to get in and out of the vehicle. Physical and cognitive changes that happen to us as we age can significantly affect our ability to drive safely.

Many physical, cognitive, and visual changes are out of our control and can begin as early as age 30. These changes that occur as we age raise important questions: If I continue to drive, what can I do to continue driving safely? How do I know when I should stop driving, and if that happens, where can I find transportation?

Since these are both complex questions, they will be considered in separate articles. This time we will focus on what can be done to maintain safe driving skills.

Good Health

Maintaining good health is crucial to driving safely. Have regular eye exams and stay mentally and physically active. If you take medications, know how these could affect your driving ability (be sure and discuss this with your doctor or pharmacist). Avoid driver fatigue by getting enough sleep. Avoid long trips (i.e. more than an hour). If a long trip is unavoidable, get out and stretch every half hour or so. A “co-pilot” in the passenger seat can also help keep you

alert and can read signs while you are concentrating on traffic conditions.

Vehicle Safety

Your vehicle should be properly maintained and serviced. Keeping your windows clean inside and out will help your visibility. Wear protective eyewear, especially on bright sunny days, to reduce glare. Daytime headlight use will allow other drivers to see you sooner, and if you are seen, you are less likely to collide with another driver.

You may also want to consider a vehicle with options that can make driving easier, such as easy to read instruments, glare proof mirrors, 6-way adjustable seats, adjustable pedals or pedal extenders, or larger side mirrors or center view mirrors that can help people with limited neck range of motion.

Driving Habits

Eliminate distractions such as drinking coffee, conversation, and reading the newspaper at stop lights. Your attention should be on the road. Practice good scanning habits – look ahead to identify people or animals that might be in the road or an accident or traffic jam that could endanger you.

Choose routes that are familiar to you, that are well lit and have clear signs, signals and pavement markings. When choosing routes, it’s also helpful to know your limitations. Avoid driving situations that can be a challenge, such as difficult left turns, driving at night or driving in areas with a high volume of traffic.

(continued on page 6)



## Seniors Count *(continued from page 3)*

Seniors Count has also provided outreach services to elders from minority groups and their families who are coping with memory loss, including a multi-language resource guide.

After Alice was referred to Seniors Count, a social worker visited her to discuss her needs, and then arranged for home-delivered meals and for volunteer help with snow shoveling and other chores from students of the Jolicoeur School in Manchester. The social worker also located a neighbor who was willing to check on Alice daily.

Alice obtains rides to medical appointments through the Step Saver Program operated by the Manchester Transit Authority or from a neighbor.

Although Alice still obtains some of her medicines from the local pharmacy, other medicines are available at a reduced cost from a pharmaceutical company.

A nurse who works with Alice's doctor helped to apply for and obtain these medicines, which are sent each month by the company to the doctor's office. The Seniors Count social worker helps Alice to pick up the medicines when they come in.

And Alice's TV set? The owner of Demer's Television in Manchester provided her with another set at a much-reduced cost.

Thanks to these community supports, Alice has been able to go on living in the home she loves. The Seniors Count social worker keeps in touch to make sure that things are going well, and to help Alice with other needs that may arise.

The Seniors Count Task Force continues to try to raise public aware-

ness about the needs of elders, and hopes to obtain funding to expand the services provided through the Seniors Count pilot project. Last summer, a Seniors Count Resolution, which resolved to better serve frail elders, was signed by a number of community leaders and providers from Greater Manchester, and was published in the Manchester Union Leader.

In December 2003, a Seniors Count Symposium attended by state and local officials, service providers and consumers was held in Manchester. At the symposium, the Seniors Count approach to meeting the needs of frail elders was compared to using a local corner store.

A corner store is more accessible than a large grocery store, and provides many more functions. In one small location, multiple daily needs may be accommodated, from basic food, household supplies and the newspaper, to community news and contacts. Often times the storeowner knows his local customer's individual needs.

For more information about Seniors Count, call Manchester ServiceLink at **603-644-2240** or visit the Seniors Count website at **www.seniorscountnh.org**.

**Note:** Seniors Count is a collaborative effort that brings together community resources to make them more accessible to frail elders. In addition to the support provided by the U.S. Administration on Aging, contributions come from private donations, grants, and in-kind gifts.

*Bernadette Seifert is the clinical case manager with the Senior Services Program at Easter Seals NH.*

## Driving Safely *(continued from page 5)*

### Controlling Emotions

Emotions play a big part in driving safety. Decrease your stress level by allowing yourself extra time when you travel to appointments. Avoid aggravating other drivers by following the rules of the road, maintaining a responsible attitude, and apologizing for driving mistakes. If another driver becomes irritated with your driving, avoid eye contact. Never get into a confrontation with another driver- this could be a big mistake. You can always pull over to let the other driver go by. If a driver persists in harassing you, go to the nearest police station or stop at the next gas station, store or other populated area.

### Driver Improvement Courses

In addition to the above, you may also want to take a driver improvement course. There are courses available in New Hampshire that are specifically geared toward mature drivers (*please see below*).

When concerns arise regarding someone's driving ability, a driver rehabilitation specialist can objectively evaluate driving performance, and offer driver education and training. A driver rehabilitation specialist is a professional with a medical background who is educated on the driving rules and regulations of your state. To locate a driver rehabilitation specialist in your area, log on to the ADED (Association for Driver Rehabilitation Specialists) website, **www.aded.net**.

Driving safely is important to us all and can be enhanced by cultivating good health, maintaining vehicles in good condition and practicing good driving habits.

In a future article, we will look at what happens when people decide that they cannot continue driving, and what other modes of transportation can be explored. *Amanda Plourde is a Certified Driver Rehabilitation Specialist and an employee of the DriveAbility program at Exeter Healthcare, in Exeter, NH (please see below). She is also a member of the NH Older Driver Coalition. For more information on the Older Driver Coalition, contact Rick Figari, DEAS Transportation Policy Analyst at 1-800-351-1888, Ext. 3944 or email rfigari@dhhs.state.nh.us*

### DRIVER SAFETY PROGRAMS

**The AARP Driver Safety Program** is a classroom driver refresher course especially designed for motorists age 50 and older. It is intended to help older drivers improve their skills while teaching them to avoid accidents and traffic violations. To locate a course near you, log onto the AARP web site at **www.aarp.org/drive** or call **1-888-227-7669**.

## St. Joseph Hospital Expands Senior Adult Mental Health Unit

In December 2003, St. Joseph Hospital received approval from the NH Health Services Planning and Review Board to expand the Senior Adult Mental Health Unit (SAMHU). SAMHU is expanding their inpatient unit from 9 to 18 beds, making it the second largest geriatric psychiatry facility in the state of New Hampshire.

A majority of the population treated by SAMHU are memory impaired with behavioral changes and individuals who suffer from depression, anxiety and other mental illnesses. The Senior Adult Mental Health Program also offers many community programs such as Memory Screenings, Mind Aerobics, Alzheimer's and Dementia Support Groups, and screenings for mood disorders.

The unit started admitting patients to the expanded unit on January 1st.

Construction of a larger nurse's station, along with added social service space and a family room, are among some of the changes that will happen over the next few months. There will also be new faces as Jennifer Bates, RN, Clinical Nurse Manager of the SAMHU, continues to recruit new staff.

SAMHU plans on having a celebration once the construction is completed in the late spring.

For more information regarding the services available at St. Joseph Hospital's Senior Adult Mental Health Unit, call Lori Dodge at **603-882-3000**.

## Adult Day Program Opens In Claremont

Community Based Services of Claremont, Inc., a subsidiary of The Claremont Housing Authority, opened an adult day care program on November 17, 2003. The program is doing business as the Claremont Adult Day Care Center.

The adult day care program is located in the Claremont Senior Center at 12 Maple Heights, Claremont, NH. Staffed by health professionals, the Center helps cognitively and physically impaired adults age 50 or older to maintain as much indepen-

dence as possible, while providing much needed time off for caregivers and family members. Clients served by the center usually cannot be home alone, but are not in need of the full time care provided by a nursing home.

The adult day program and is open Monday through Friday from 7am – 5pm. The Administrator is Andrew Fennelly, and the Director of Nurses is Gail Bicknell, RN.

For more information, call **603-542-6663**.

## Rivier Institute for Senior Education Is Calling You!

*by Dr. Rose H. Arthur*

The Rivier College program for seniors who are 55 years of age or older (RISE) is calling you to its spring semester classes.

If you missed our RISE program open house on February 26, there's still time to sign up for our courses, which are in session from March 15-April 23, and again from April 26-May 28. You can find courses on almost any subject: art, writing, literature, religion, end of life issues, financial workshops, changes in the NH court system, how to become a senior activist, history, biology, interior design, weight loss, exercise or aromotherapy.

If you like music, you can study Gilbert and Sullivan Operettas or Memorable Music from Hollywood. Or perhaps you're Hunting for Humor, or you may be interested in Computers for Klutzes, our introductory computer course.

All classes are held on the Rivier College Campus at 420 Main St. in Nashua. There are no prerequisites except an inquiring mind and a \$90 fee payable to the RISE Institute. The fee entitles you to eight courses and other membership benefits. To obtain more information or a brochure, call **603- 897-8623**.

*Dr. Arthur is the director of the RISE program.*

## The Law and You *(continued from page 4)*

The Guardianship Training Project has produced a video explaining when a guardianship may be appropriate and the benefits of guardianship. To borrow a copy of the video, call **603- 431-4772** or your local ServiceLink site.

*NH Legal Assistance operates the Senior Advice Line, which is free and available to any NH resident who is age 60 or older. To speak with an attorney, call the Advice Line from 9am-noon on Mondays, Tuesdays, Thursdays and Fridays and from 1-4pm on Wednesdays. Toll-free number: 1-888-353-9944 or in Manchester only, 603-624-6000. TTY: 1-800-634-8989.*

**The DriveAbility Program at Exeter Healthcare** offers classroom instruction and one-on-one, in-car driver instruction, which provides the opportunity to apply what is learned in the classroom and to address individual problems. Call **603-580-7927** for class information and costs.

**The American Automobile Association** offers a safe driving program (a video and lecture-based course) for persons age 55+. Call **1-800-647-4651** or log on to **www.aaanne.com** for class information and costs.



# Spring Calendar

## State Committee on Aging Meetings

For information, call Peggy Knight at DEAS at 1-800-351-1888, Ext. 0549.

## Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

**Belknap** - Third Tuesday of each month at 1pm, at varying locations

**Carroll** - Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

**Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)** - Third Wednesday of each month at 9 am, at varying locations

**Coos** - Meets quarterly, on the second Tuesday of the month at 10 am, varying locations. Next meeting is April 13 at Woodland's Credit Union in Berlin.

**Grafton** - Fourth Monday of each month, at 9:30 am, at the Plymouth Regional Senior Center

**Greater Manchester** - Third Thursday of each month, at 1:30 pm, at varying locations

**Greater Nashua** - Last Wednesday of each month, at 1:30 pm, at the Senior Activity Center on Temple Street in Nashua

**Merrimack** - Third Tuesday of each month, 10:30 am, varying locations

**Rockingham** - Second Tuesday of each month, at 10 am, at varying locations

**Strafford** - Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester

**Sullivan (Sullivan/Kearsarge Senior Advocates, covering Sullivan County and northwestern Merrimack County)** - Second Tuesday of each month, at 9:30 am, at varying locations

**North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** - Fourth Friday of each month, at 9:30 am, at varying locations.

## Special Events

**2004 Conference on Aging, May 4.** (See page 3)

**National Womens Health Week (May 10-15).** (See page 2)

**Access 04, June 18-19,** Whittemore Center, UNH, Durham. Sponsored by the Granite State Independent Living Foundation. Opportunities for everyone to learn about assistive technology to assist persons with disabilities, community resources, employment, strategies for independent living. Numerous workshops and exhibits, interactive art, adaptive sports demonstrations. More information available in April. Call 1-800-826-3700 V/TTY or visit the website at [www.gsil.org](http://www.gsil.org)

## Support Groups

**Sight Services for Independent Living** sponsors support groups for individuals who are visually impaired as well as other supportive services. For more information, call 603-271-3537 or visit the web site at [www.ed.state.nh.us](http://www.ed.state.nh.us)

**Self Help for the Hard of Hearing of New Hampshire** meets on **1st Wednesdays, at 6:45 pm**, at Prime Time, 195 McGregor St., Manchester. Captioning services are provided at the meetings. On **April 7**, Ms. Terri Linehan will present information on the needs assessment that was done statewide to address the needs of individuals with hearing loss.

**Family Caregiver Support Group, 4th Wednesdays, 7-8:30pm, Contact Information:** Patti or Connie 432-0332 Nutfield Professional Bldg; 44 Birch Street, Suite 102; Derry, NH. Free. Call Patti or Connie at 603-432-0332.

**Grandparents as Parents (GAP), last Monday of each month, 5:30-7:00 pm**, Giggles and Grins Resource Center, 20 Canal St., Laconia. Free. Call Velma at 603- 527-7041 or 603- 528-6945. This will allow grandparents to connect with one another via a telephone call, or electronically, as well as offer information, training, support and social activities at our monthly meetings.

**The Restless Legs Syndrome (RLS) Support Group** helps people understand and gain support and assistance regarding RLS and Periodic Limb Movement Disorder (PLMD). Meets the 2<sup>nd</sup> Saturday of every other month from 10:30am - Noon at Concord Hospital, Memorial Bldg, 2<sup>nd</sup> floor conference room. Free. You can also contact Fay Crowley for information on RLS by calling 603-527-1017 or email [fjcrowley527@msn.com](mailto:fjcrowley527@msn.com)

## Educational Programs

**The Nashua Committee on Aging** will sponsor the following programs. All programs will be held by the committee at the Senior Activity Center, 70 Temple St. in Nashua, from 1:30-3:30 pm on the dates shown below.

**March 24** - Education on Alzheimer's Disease and the services available to help people with Alzheimer's and their caregivers

**April 28** - Housing Forum. Learn about various housing options for seniors in the greater Nashua area: Section 8, senior subsidized housing, senior apartments, assisted living facilities, and reverse mortgages. Representatives from many senior housing complexes will be present to answer questions and take applications.

**May 26** - Dr. Michael McGee, Medical Director of the Senior Adult Mental Health Unit at St. Joseph Hospital, will speak about memory issues. Memory screenings will be available for individuals following his talk.

**June 23** - Medicare Prescription options will be explained. Bring your questions to this meeting.

# The New Hampshire ServiceLink Network

1-866-634-9412

[www.servicelink.org](http://www.servicelink.org)

### Belknap County ServiceLink

The HealthLink Building  
575 Main St., P.O. Box 1327  
Laconia, NH 03247-1327  
**Local Line: 528-6945**  
Lisa Morris, Director

### Carroll County ServiceLink

448 White Mountain Highway  
PO Box 420  
Chocorua, NH 03817  
**Local Line: 539-7203**  
Susan Deyoe, Director

### Coos County ServiceLink

Berlin Senior Center  
610 Sullivan St., Suite 6  
Berlin, NH 03570  
**Local Line: 752-6407**  
Janice Gingras, Director

### Grafton County ServiceLink

Center for Elder Services  
10 Campbell St., P.O. Box 433  
Lebanon, NH 03766  
**Local Line: 448-1835**  
Co-Directors: Dana Michalovic,  
Karen Whitaker

Littleton Area Senior Center  
38 Cottage St., PO Box 98  
Littleton, NH 03561  
**Local Line: 444-4488**  
Contact person: Virginia Loring

### Hillsborough County ServiceLink

Manchester  
555 Auburn Street  
Manchester, NH 03103  
**Local Line: 644-2240**  
Yvonne Schulze, Director

Nashua  
Community Council of Nashua  
7 Prospect Street  
Nashua, NH 03060-3990  
**Local Line: 598-4709**

### Merrimack County ServiceLink

2 Industrial Park Drive  
P.O. Box 1016  
Concord, NH 03302-1016  
**Local Line: 228-6625**  
Beth Benson, Director

### Monadnock ServiceLink

20 Norway Avenue  
Suite 302B,  
Keene, NH 03431  
**Local Line: 357-1922**  
Melinda Feola Mahar, Director

### Rockingham County ServiceLink

Seacoast  
30 Maplewood Avenue  
Suite 212  
Portsmouth, NH 03801  
**Local Line: 334-6594**  
Julie Stone, Seacoast Director

Derry  
The Nutfield Building  
Suite 104  
44 Birch Street  
Derry, NH 03038  
**Local Line: 432-1499**  
Connie Young, Derry Director

### Strafford County ServiceLink

1 Wakefield Street  
Suite 306  
Rochester, NH 03867  
**Local Line: 332-7398**  
Becky May, Director

### Sullivan County ServiceLink

96 Main Street  
PO Box 1338  
Claremont, NH 03743  
**Local Line: 542-5177**  
Gail Merrill, Director



## Equipment (continued from page 2)

ing the DEAS Unit in each office. In addition to magnifiers, these kits include information about resources to assist those with vision impairments and tools that are helpful to people with diabetes, such as a talking watch and writing aids, for demonstration purposes.

Individuals who are visiting Department offices, including District Offices, are encouraged to ask Depart-

ment staff for the Vision Access accommodation that best meets their particular vision need.

For more information about the vision access initiative, please call Joan Marcoux at 1-800-351-1888, Ext. 8352. *Joan Marcoux, MA, CRC, is the Hearing and Vision Program Specialist at the Department of Health and Human Services, Division of Elderly and Adult Services.*

## Recreation

**Dreaming of Country: Painting, Place and People in Australia- March 6-August 29**, Hood Museum of Art at Dartmouth College, Hanover. Free. Hours: Tues-Sat.- 10am-5pm, Wed. 10am-9pm, Sun.12-5pm. Call 603-646-2808

**Gala Jazz Concert, March 21, 8pm**, Johnson Theater, Paul Creative Arts Center, Durham. Admission: \$8 adults, \$6 seniors. Call 603-862-2404.

**5<sup>th</sup> Annual Sap Gathering Contest, March 27, 10am-4pm**, Stonewall Farm, Keene. Maple sugaring festival with storytelling, demonstrations, hayrides, games, and crafts. Call 603-357-7278.

**Lakes Region Spring Arts and Crafts Fair, March 27-28, 10am-4pm**, Winnepesaukee Expo Center, Elm St., Laconia. Cost: \$2.50. Huge raffle to benefit the NH Humane Society in Laconia. Call 603-528-4014.

# Guide to Services

## Division of Elderly and Adult Services (DEAS)

The NH Division of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have a chronic illness or disability.

Acting Director:	Douglas P. McNutt
Central Office:	129 Pleasant Street, Brown Building Concord, New Hampshire 03301-3857
Toll Free Phone:	800-351-1888
TDDY	800-735-2964
Web Site:	www.dhhs.nh.gov/DHHS/DEAS
District Offices:	For telephone numbers, see “Important New Hampshire Phone Numbers” below.

### Information on DEAS Services and Programs:

Contact the District Office nearest your home (phone numbers are listed below) If you cannot reach the District Office, call **800-351-1888**.

**NH ServiceLink Network:** 866-634-9412

**Adult Protection:** To report suspected abuse, neglect, exploitation or self-neglect regarding an elderly or incapacitated adult, call the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888, Ext. 4384**.

### Alzheimer’s Program (Information, Respite Care):

Call 800-351-1888 ext. 4687.

**Senior Prescription Drug Discount Program (For persons age 65 and older):** Call 888-580-8902.

**Long-Term Care Ombudsman:** Call 800-442-5640.

## Important New Hampshire Phone Numbers

DEAS District Offices			
Berlin	800-972-6111 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Nashua	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Portsmouth	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 603-332-9120
Laconia	800-322-2121 603-524-4485	Salem	800-852-7492 603-893-9763

## Area Committees on Aging

<b>BELKNAP COUNTY</b> Mary Frost 101 Old Lake Shore Road Gilford 03249 <b>524-2974</b>	<b>HILLSBOROUGH COUNTY</b> (Greater Nashua) Kay Noel 49 Lund St. Nashua 03060-4441 <b>882-5502</b>
<b>CARROLL COUNTY</b> Dorothy Solomon Box 993 Albany 03878 <b>447-1199</b>	<b>MERRIMACK COUNTY</b> Jacqelyne Jennings, Co-Chair 10 Ordway Ln., Bow 03304 <b>224-1710</b> John Hoar, Co-Chair 82 Centre St., Concord 03301 <b>228-8340</b>
<b>CHESHIRE COUNTY</b> Martha Bauman 305 Roxbury St., Keene 03431 <b>352-8725</b>	<b>ROCKINGHAM COUNTY</b> Robert Forsing 12 Green St., Raymond 03077 <b>895-9451</b>
<b>COOS COUNTY</b> Suzanne Kearns, Co-Chair North Country Elderly Programs 31 Pleasant St., Berlin 03570 <b>752-3010</b> Dona Larsen, Co-Chair NH Legal Assistance 256 Main St., Berlin 03570 <b>752-1100</b>	<b>STRAFFORD COUNTY</b> Becky May, Co-Chair Strafford Network-ServiceLink 1 Wakefield St., Suite 212 Rochester 03867 <b>740-9594</b> Darlene Smith The Wentworth Group 795 Central Ave., Dover 03820 <b>742-7406</b>
<b>GRAFTON COUNTY</b> Dana Michalovic, Co-Chair 10 Campbell St. Lebanon 03766 <b>448-1558</b> Wes Gardner, Co-Chair 113 New Hebron Rd. Plymouth 03264 <b>536-1144</b>	<b>SULLIVAN COUNTY</b> Theresa LaPointe, Co-Chair 7 Bank Ave., Claremont 03743 <b>542-6418</b> Amy Patnaude, Co-Chair 4 Roseland Rd., Newport 03773 <b>863-3070</b>
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<b>Commodity Supplemental Food Program</b> .....	800-942-4321
<b>Consumer Protection For Public Utilities</b> .....	800-852-3793
<b>Consumer Protection For Insurance</b> .....	800-852-3416
<b>Eldercare Locator</b> .....	800-677-1116
<b>Food Stamp Information</b> .....	800-852-3345
<b>Foster Grandparent Program</b> .....	800-536-1193
<b>Fuel Assistance Information</b> .....	603-271-8317
<b>Governor’s Citizens Service</b> .....	800-852-3456
<b>HICEAS</b> .....	800-852-3388 ( <i>Health Insurance Counseling, Education Assistance</i> )
<b>Legal Services Advice Line</b> ...888-353-9944 or TTY: 800-634-8989 (for Manchester residents only).....	603-624-6000
<b>Living Will Information</b> .....	603-225-0900
<b>Medicaid Information</b> .....	800-852-3345
<b>Medicare Claims Information</b> .....	800-447-1142
<b>Part A:</b> 800-522-8323, <b>Part B:</b> 800-447-1142	
<b>Quality of Care:</b> 800-772-0151	
<b>New Hampshire Help Line</b> .....	800-852-3388
<b>NH ServiceLink Network</b> .....	866-634-9412
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<b>Social Security Administration</b> .....	800-772-1213
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<b>Barclay Chase</b> 40 Barker Street Keene 03431 <b>352-4152</b>	<b>Robert Montgomery</b> 24 Mountain Road, 3C Goffstown 03045 <b>497-3992</b>
<b>Violet Constant</b> 28 Portsmouth Street Concord 03301 <b>225-5443</b>	<b>Susan Presby</b> 83 Elm Street Littleton 03561 <b>444-0335</b>
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# Aging Issues

A publication for New Hampshire's older citizens

Volume 8 Issue 2

Summer 2004

## Vaughan Award Winners Honored



Front row, (L-R): Lynn Pierce, June Fess, Beatrice Cadwell, Esther Peters. Second row (L-R): Jo Moncher, Bureau Chief, Elderly and Adult Services, Nancy Browne, Al Fess, Evelyn Fisher, Governor Benson, A.D. and Janet Copestake, and DHHS Commissioner John Stephen.

On May 3, 15 senior citizens were honored at a ceremony held in the State House Executive Council Chambers when they received the Joseph D. Vaughan Award. The awards were presented by Health and Human Services Commissioner John A. Stephen, who thanked the volunteers for their service, helping the elderly of New Hampshire to remain independent. Governor Craig Benson spoke to the recipients, praising them for their efforts on behalf of others.

The State Committee on Aging and the New Hampshire Department of Health and Human Services, Bureau of Elderly and Adult Services, present the Vaughan Awards annually to recognize individuals age 60 and older for their outstanding volunteer efforts on behalf of the elderly in the State. The Award was initiated in 1962 and is named in memory of Joseph D. Vaughan, a New Hampshire legislator and advocate who was instrumental in creating a state agency dedicated to the well being of senior citizens.

This year, the award was presented to:

### Belknap County – Esther Peters (Gilford)

Known for her honesty and plain talk, Esther Peters is a strong advocate for seniors and for people in need. Her voice can be heard on *A Visit With Esther*, broadcast weekly on Laconia's WLNH radio, and on *Now and Then*, a weekly show featured on Lakes Region Public Access television. Ms. Peters has been active in many causes, among them historic preservation, mental health, the Salvation Army, the Red Cross, Lakes Region General Hospital, and the Belknap Area Committee on Aging, where she tirelessly promotes senior events and issues.

### Carroll County – Nancy Browne (Chocorua)

Nancy Browne has been a board member and bookkeeper for the Tamworth Community Nurse Association for more than 15 years. She has assisted the Association with fundraising, tracking donations, and coordinating the annual Christmas gift purchase and distribution for the Association's clients, many of whom are seniors. For the last ten years, she has been a driver for the local Meals on Wheels Program. She also volunteers for the Tamworth Caregivers and serves as secretary of the Congregational Church in Chocorua.

### Cheshire County – Al and June Fess, Lynn Pierce (Keene)

Known informally as "The Sunshine Trio," Al and June Fess and Lynn Pierce have been volunteering at the Castle Center in Keene for ten years, entertaining seniors with familiar songs and dances. Every Thursday, people at the Castle Center wait eagerly for the trio to come through the door with their warm handshakes and cheerful hellos.

### Coos County – Trudy Matot (Dalton)

In any given week, this energetic lady makes 75 meal deliveries on behalf of the Whitefield Senior Center. When delivering meals, Ms. Matot gladly spends a few moments with every client she visits. This is a great comfort to those who live alone. In addition, she can always be counted on to go "the extra mile" by taking on an additional route when another driver is ill or unable to make meal deliveries.

## Efforts Are Underway To Cut Prescription Drug Costs

By Governor Craig Benson

As the cost of prescription drugs rises with each passing day, it is increasingly difficult for New Hampshire's senior citizens to afford the medication they need. In response to this situation, which is becoming critical, I have made several steps to alleviate the high costs of prescription medication and increase access to better alternatives. I feel that it is important that we ensure the health and well being of all New Hampshire citizens in a safe and cost-effective way.

The first of the initiatives that I have implemented is the importation of prescription drugs from Canada where the costs are lower and the savings are phenomenal. We researched this alternative, tested drug samples to ensure safety, and performed cost analysis on the drugs purchased. Through testing at the State Police laboratories, we found that there was no difference in ingredients or formula from the drugs purchased in the United States.

When a cost analysis was performed on the drugs purchased in Canada, we found that a 3-month supply of Lipitor, for example, cost \$200.82, or \$2.23 per pill. The same drug purchased in the United States was \$362.97, or \$4.03 per pill, for a 90-day prescription. The savings of \$162.15 on the Canadian drugs speaks for itself. I am confident that this program will alleviate the financial burden that prescription drug costs have

placed on our senior citizens, allowing you to enjoy your golden years with financial stability and comfort.

Another initiative that I am excited about is the recent approval by the United States Department of Health and Human Services for New Hampshire to join the National Multi-State Pooling Initiative (NMPI). Under this program, New Hampshire will join Alaska, Michigan, Nevada, and Vermont in pooling resources to buy prescription drugs for our citizens who are on Medicaid. Together, we will be able to negotiate better deals with drug manufacturers and lessen the price burden on both our citizens and the state.

We, as a state, have engaged in many cost-saving initiatives to combat the high price of prescription drugs, including the NMPI plan, importing drugs from Canada, and implementing a preferred drug list. Each of these programs will result in increased savings for the citizens of New Hampshire, as well as close to \$15 million a year for the State, which will allow us to gain financial stability and implement more programs that will be valuable for the people of New Hampshire.

I have made the pledge to make things better for the people of New Hampshire through better business practices, and these initiatives are just a few of many that will be highly beneficial for our senior citizens, as well as all citizens and businesses throughout the Granite State.

### Grafton County – Achilline and Clayton Herbert (Littleton)

Over the last 14 years, Mr. and Mrs. Herbert have donated nearly 4,000 hours of their time to Littleton Regional Hospital, installing and repairing Lifeline units in towns throughout northern Grafton County. Lifeline is a personal response system that enables a person to summon emergency help at the touch of a button. Thanks to the Herberts, people in northern Grafton County who receive Lifeline units are better able to go on living in their own homes with independence and peace of mind.

### Hillsborough County – Beatrice Cadwell (Nashua)

A graduate of the Nashua Memorial Hospital School of Nursing, Ms. Cadwell began volunteering with the American Red Cross blood drives at the outset of World War II, and continued with this activity until just a few years ago. She has also volunteered with Nashua Memorial Hospital (which later became Southern NH Medical Center) since 1942. Other organizations that have benefited from her time and talents include the Nashua Historical Society, where she conducted student tours for many years, the Nashua Symphony, and the NH Craftsmen's Association. In 1980, she received the Blackstone Volunteer Recognition Award.

(continued on page 5)

## Table of Contents

Commissioner's Corner .....	2
ServiceLink Resource Ctrs .....	2
Medicaid Forums .....	2
Comments Requested .....	2
Conference on Aging .....	3
From Elderly and Adult Services .....	3
Sign-Up for Seniors .....	3
The Law and You .....	4
With A Little Help .....	4
Farmers Market Nutrition Program .....	4
From AARP NH .....	4
Tetanus Shots .....	5
Dear HICEAS .....	5
Coping With RLS .....	6
Calendar .....	7



## Two ServiceLink Resource Centers Will Open This Fall

By Margaret Morrill

The Belknap and Strafford County ServiceLink programs have been selected as the pilot sites for the first two Aging and Disability ServiceLink Resource Centers, which will now be known as ServiceLink Resource Centers. The pilot sites will begin operating in September 2004.

The centers will be located throughout the state, and will be places where consumers can learn about and access a variety of long-term supports. These supports may include, but are not limited to, home health services, nutrition services, transportation, adult day programs, insurance counseling, information on prescription drugs, housing options and nursing home care.

ServiceLink Resource Centers will not create new services or duplicate the services provided by the NH ServiceLink Network, but will rather build upon and integrate the services already being provided.

ServiceLink Resource Centers will continue to offer information and referral services, and assistance connecting to available resources. In addition, consumers will now be able to begin the application process for Medicaid, Home and Community-Based Care for the Elderly and Chronically Ill (HCBC-ECI), and other programs available through the NH Department of Health and Human Services. Persons considering nursing home care will also be able to have a face-to-face meeting with a staff counselor in order to learn more about alternative, community-based options.

“People will now have direct access to more services in one location  
(continued on page 6

By John A. Stephen

The past few months have been exciting for the state’s Elderly and Adult Services. Doug McNutt has taken the opportunity to move to head the Department of Health and Human Services’ Provider Relationship Office, where he will oversee the development and management of contracts across DHHS. I would like to offer my appreciation to all the work by Doug to improve the lives of seniors in New Hampshire.

The new head of Elderly and Adult Services will be Jo Moncher. Jo comes to the Department from the March of Dimes and brings with her a wealth of knowledge of working with groups from across the community, building relationships and reaching out to providers and clients. I expect that you will see the positive impact of her efforts soon.

Beyond leadership and personnel matters, there are many other areas in which we are working to develop a long-term, successful plan to find solutions to help the seniors in need in New Hampshire. As you may know, the Department of Health and Human Services is currently holding Forums on Medicaid’s Future across the state. I hope that you will take the opportunity to visit one or more of these forums

The Forums will look at all aspects of Medicaid services and how they are delivered in New Hampshire. The question we should ask is this- if we were building a Medicaid system from scratch, how would we do it? We know that the State will face a loss in federal revenues in our next budget and that the demographics of the state are changing as the Baby Boomers start to retire. We must face these issues soon, before our system becomes overwhelmed.

While I cannot say what shape DHHS’ plan for Medicaid will take, I can tell you the principles I would like to see implemented. Two ideas that should be part of any plan include consumer choice and community based care. Since those names might not mean much to you, I would like to take this opportunity to talk about both of them briefly.

Community based care means that care for our seniors takes place in their communities, and often in their homes. This reflects a belief that we should work to keep our seniors as independent as possible.

I was in Berlin recently and visited the home of a gentleman who receives care from nurses, in his house,

## COMMISSIONER’S CORNER

as opposed to moving into a nursing home. He was someone who worked his whole life in the town and who did not want to leave his home. His children visited him regularly, but they could not provide the type and amount of care this man needed. He was very happy with the service and with the fact he could be in his own house.

This type of assistance is not only better for those who receive it, but is also more cost efficient. This is a win for both the senior, who would otherwise have to leave his or her home, and for the state, which can serve more people as a result. As the state’s senior population goes up, we must find ways to expand these opportunities, our nursing homes will not be able to handle the increase in volume.

Consumer choice means that instead of a state run, one size fits all approach to senior services, the individual who gets services will get to make the decisions themselves for the help they receive. Most of our seniors have done just fine making their choices through life, there is no reason they should not be able to do so as they get older.

One innovative strategy that is being tested across the country is called Cash and Counseling. In these cases, people are given the money to spend on services, typically through a card that looks like a credit card, and counseling from case workers. Then they are allowed to make the choices for their care on their own. I see no reason why our citizens should have decisions taken away from them after they have made their own choices in the past.

These two ideas are ones that will empower and improve the lives of our seniors. I feel they are worth trying, but I am open to hear your ideas, so please take the chance to let us know how you feel.

In closing, I would like to once again ask that you begin working with the Department as we work to find solutions to the challenges we face as a state. You are important stakeholders in what we do and you obviously have a vested interest in our future. Please, get involved and stay active. Our seniors are healthier today then they ever have been and we want to utilize that vitality to improve the lives of all seniors.

Thank you and I look forward to working with you.

## DHHS Holds Medicaid Forums

The NH Department of Health and Human Services (DHHS) is holding “Forums on the Future of Medicaid” across the state. These forums represent a chance for the public, including providers and those who use Medicaid, to share their views on developing a plan for Medicaid’s future that will be submitted to the Legislature. These forums have been organized to look for new solutions to delivering services to those in need in light of current NH state budget realities and requirements to reduce federal Medicaid reimbursements from the Centers for Medicare and Medicaid Services (CMS), the federal agency that regulates Medicaid. Forum dates and locations are listed below. Please note that forums have already been held in Belknap, Hillsborough (Manchester), Grafton and Cheshire Counties. All forums begin at 7:00 PM and end at 9:00 PM. If **you are unable to attend a Community Forum, you may send comments via email to [MedicaidFeedback@dhhs.state.nh.us](mailto:MedicaidFeedback@dhhs.state.nh.us).**

COUNTY	DATE	LOCATION
Merrimack	June 3	Boys & Girls Club 55 Bradley St., Concord
Strafford	June 24	Frisbee Hospital 11 Whitehall Rd, Rochester
Sullivan	July 1	NH Community Technical College 1 College Drive, Claremont
Rockingham	July 8	Rockingham County Nursing Home 117 North Road, Brentwood
Hillsborough	July 15	Dion Center, Rivier College, Nashua
Carroll	July 22	Gibson Center for Seniors Rte 16, North Conway
Coos	July 29	NH Community Technical College 2020 Riverside Drive, Berlin

All dates and locations are tentative. Locations may change based on space concerns. Please check the DHHS web site at [www.dhhs.state.nh.us](http://www.dhhs.state.nh.us) for updates or changes to the schedule.

## Your Comments Are Requested...

Have you been considering a move to assisted living, residential care or another housing setting for older persons, or have you moved into this type of living arrangement during the past year? If so, did you receive a copy of the Standard Disclosure Summary Form?

Providers of assisted living, residential care or other housing settings for older persons must give this form to anyone considering a move to these settings. The Standard Disclosure Summary Form spells out what services are available from the provider, the hours of staff coverage, and the costs of all services. The form is intended to make it easier for consumers to compare services and costs among different housing options.

If you have received a copy of the Standard Disclosure Summary Form, the Bureau of Elderly and Adult Services (BEAS) would appreciate receiving your comments. We’d like to know if the form gave you the information you needed, and whether it helped you compare different housing options. Please send your comments to Tracey Tarr, NH BEAS, 129 Pleasant St., Concord, NH 03301, Email: [ttarr@dhhs.state.nh.us](mailto:ttarr@dhhs.state.nh.us)

### Aging Issues

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## Dancing The Night Away...

For the first time since its inception, the Conference on Aging also included a dance and social to celebrate Older Americans Month. This event was held the night before the conference (May 3) at the Grappone Center, Courtyard Marriott in Concord. The Freese Brothers Big Band played 1940s-50s tunes to a full crowd.

Stephen Mathieu of Legacy Financial Solutions, Inc. a Manchester



Above: Steve Mathieu (left), with George Marcoux, Sr.

firm that assists seniors with financial planning, sponsored The Freese Brothers Big Band and enjoyed a solo rendition of *New York, New York* with the band! It was a wonderful spring evening with people dancing all evening and plentiful refreshments. Those who did not dance enjoyed listening to the music. Requests have already been received to repeat this event next year!

## From the Bureau of Elderly and Adult Services

Dear Reader:

Welcome to this quarter’s edition of *Aging Issues*. I look forward to this opportunity to introduce myself and share some new initiatives from the Bureau of Elderly and Adult Services.

The term “Bureau of Elderly and Adult Services” may be new to you. As part of the organizational changes occurring in the Department of Health and Human Services (DHHS), three program areas, Elderly and Adult Services, Behavioral Health, and Developmental Services are being combined into one new Division.

In the new Division, each program area will continue to maintain its own unique identity for the population it serves. The Bureau of Elderly and Adult Services will continue to provide services to seniors and persons with chronic illnesses and disabilities.

I started with the Bureau in early April after serving almost 15 years with the March of Dimes. I have a strong background and belief in public health, health prevention and education, and community service initiatives. I also believe in the power of volunteer leadership, community collaboration and honest communication.

I am brand new to the Department of Health and Human Services. This presents challenges to me and to the clients we serve. But it also offers tremendous opportunities. I come to DHHS with no preconceived notions on how we should get the job done. I do come here with a willingness to listen and learn, to build on best practices, and to create changes. I invite you to work with me and my staff in creating these changes.

In this edition of *Aging Issues*, Commissioner Stephen shared two priorities for the Bureau of Elderly and Adult Services. They are community based care and consumer choice. Seniors have a right to receive services in their community - and in their homes. And they also have a right to make their own choices regarding these services. These are not new ideas, but our current budget deficit forces us to look at new solutions for these ideas. This is where you come in. I would like to invite all communities and all individuals to join our campaign, *Sign-Up for Seniors*.

In the *Sign-Up for Seniors* form included in this edition (see opposite), you are invited to review the options listed regarding areas where you can volunteer to support senior programs across New Hampshire. We will try to match up your volunteer area of interest with a senior program in your community. If you have other thoughts on volunteer opportunities, please write them down as well and return the form to my attention at the Bureau of Elderly and Adult Services, 129 Pleasant St., Concord, NH 03301.

The new ServiceLink Resource Centers will represent an important component of our services as we move forward with increased community involvement. ServiceLink has proven itself to the community and the new ServiceLink Resource Link will be even stronger. Please see the article on page 2.

Our goal is to improve the health of our seniors and persons with chronic illnesses and disabilities. We need to maximize their independence, dignity and quality of life. I look forward to working with you as we tackle these challenges. I look forward to working with you as we identify our opportunities.

With all best wishes,

*Jo A. Moncher*

Jo Moncher, Bureau Chief  
Elderly and Adult Services

## Conference on Aging Draws Record Attendance

By Margaret Morrill

More than 350 persons attended “Building Tomorrow Today”, the fourth annual Conference on Aging, held on May 4<sup>th</sup> at the Courtyard Marriott in Concord.

With nine workshops and 40 exhibitors representing organizations that serve elders, the conference offered numerous opportunities for people to add to their “toolkit for aging.” Workshop topics covered diverse topics, including health care, managing money, housing options, health care, mental and spiritual wellbeing, home adaptations, and organizing for positive social change.



Left to Right: Dr. Mendon MacDonald, SCOA Chairperson, Mary Mongan, Mrs. MacDonald (Bette).



Panel discussion: Left to Right: Marnie Verville, Betty Ferris, Bill Cray, Dennis Hager.

Among those present were Governor Craig Benson, DHHS Commissioner John Stephen, Jo Moncher, Bureau Chief of Elderly and Adult Services, Dr. Mendon MacDonald, Chairperson of the State Committee on Aging (SCOA), Dick Chevrefils, NH State Director of AARP, and members of the Area Committees on Aging.

Governor Benson praised the contributions that senior citizens have made to the State.

Lewis Feldstein, President of the NH Charitable Foundation and author of *Better Together: Restoring The American Community*, spoke about the importance of community and connectedness, which he believes has declined in America over the last few decades. He urged people to help restore this by getting involved in interests and activities where they live.



The Senior Moments Theater Troupe performs.

“Being connected with others and even with one organization helps people to live longer. In a community where connections are stronger, you

(continued on page 4)

## Sign-Up for Seniors

As budget constraints continue to impact our state, the Bureau of Elderly and Adult Services needs to look for creative solutions that will help us to continue providing the best services possible to elders and individuals with chronic illnesses or disabilities. The participation of New Hampshire citizens is vital to this effort. We are looking for people who would like to work with us by donating their ideas, time and talents.

Please put a check mark next to any of the following areas that interest you and return this form, with your name and contact information, to the NH Bureau of Elderly and Adult Services, 129 Pleasant St., Concord, NH 03301, Attention: Jo Moncher, Bureau Chief. After BEAS receives your sign-up form, we will contact you. Thank you!

- ☐ Media contacts (developing media partnerships)
- ☐ Securing printing donations
- ☐ Making a generous financial donation to a community organization or project that serves seniors
- ☐ Serving as a Goodwill Ambassador
- ☐ Grants Campaign Committee (writing grants to help seniors)
- ☐ Securing “service” packages from organizations willing to donate services
- ☐ Donating your time to a community organization or project that serves seniors
- ☐ Other \_\_\_\_\_

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone #: \_\_\_\_\_ Email \_\_\_\_\_

Please return this form to NH BEAS, 129 Pleasant St, Concord, NH 03301.



# The Law and You

The following question and answer is provided courtesy of Cheryl Driscoll, Staff Attorney at the Senior Citizens Law Project for New Hampshire Legal Assistance.

**Q: My car broke down recently and I cannot afford to fix it. A friend suggested that I obtain a payday or car title loan to help with the cost of repairs. Is this something I should consider?**

**A:** In most cases, payday and car title loans are a very costly way to obtain financing and should be avoided.

**Payday loans**, also referred to as cash advance loans, check advance loans or deferred deposit check loans, are small, high interest, short-term loans offered by check cashers and finance companies. With this type of loan, the borrower usually writes a personal check payable to the lender. The amount of the check equals the amount borrowed along with a fee.

Once the check is signed, the lender will then give the borrower an amount of cash less than the amount written on the check. The lender will hold the check for up to a month, until the borrower receives his or her paycheck or government benefits. Once the loan payment is due, the borrower must either pay back the full amount of the check, allow the lender to cash the check, or in some cases, pay another fee to extend the loan.

The publication, *FTC Consumer Alert*, provides an example of how a payday loan works: You write a personal check for \$115 to borrow \$100 for up to 14 days. The lender agrees to hold the check until your next payday. At that time, the lender either deposits the check, you redeem the check by paying \$115, or you extend the loan for another 2 weeks by paying another fee. In this example, the cost of the loan is a \$15 finance charge and 391% APR. If you extend the loan, the APR will increase even more.

With a **car title loan**, a pawnbroker will take the title to your car and lend you a percentage of the car's value (usually between one-third to one-half) at a very high interest rate. Borrowers are usually allowed to extend or rollover the loan for an additional fee. If you do not repay the loan, the pawnbroker will take your car and sell it. Many times the pawnbroker will retain all of the proceeds from the sale, beyond the amount owed on the loan.

New Hampshire law provides some protections to consumers who obtain payday and car title loans. For example, all small loan, payday loan and car title loan lenders must obtain a license to operate through the New Hampshire Banking Department. The license may be denied, suspended or revoked for good cause. Payday loan lenders are not allowed to refinance, renew or extend any loan nor require or accept a post-dated check as security for a loan. Car title loan lenders are limited to renewing loans no more than 11 times. Consumers experiencing a problem with a lender may file a complaint with the New Hampshire Banking Department.

If you are having trouble with a payday or car title loan or want more information on the protections available to you, contact New Hampshire Legal Assistance's Consumer Law Project for Seniors for help (telephone numbers listed below). You can also obtain information about submitting a complaint to the New Hampshire Banking Department by calling **(603) 271-3561 or 1-800-437-5991 (NH only)** or visiting its web site at [www.state.nh.us/banking](http://www.state.nh.us/banking).

*New Hampshire Legal Assistance operates the Senior Legal Advice Line and the Consumer Law Project for Seniors, which are free and available to any New Hampshire resident who is 60 years of age or older. To speak with an attorney, call the Advice Line from 9 a.m. - noon on Mondays, Tuesdays, Thursdays or Fridays and from 1 - 4 p.m. on Wednesdays. The toll-free number is 1-888-353-9944. In the Manchester area call (603) 624-6000. TTY: 1-800-634-8989.*

## Conference on Aging *(continued from page 3)*

will feel better about your life, you will feel safer, your local government will work better, and your economy will be more efficient."

The conference was sponsored by the NH Department of Health and Human Services, Bureau of Elderly and Adult Services in cooperation with the State Committee on Aging, AARP New Hampshire, Providian, Elliot Senior Health Center, Public Service of New Hampshire, Catholic Medical Center and Quality Care Partners.

Communication access services were provided for persons with hearing and vision loss. An access room set up at the Marriott displayed devices that are available to those who need physical, auditory and visual accommodations when staying in a hotel.

One of the highlights of the day was a presentation by Senior Moments,

a theatre group of older adults: "Help Me! I'm Falling, and I Can't Get Up," a series of short plays on preventing falls: "Let's Take A Walk", "Home Sweet Retirement Home", "I Won The Lottery", "No Wonder You're Dizzy!", "Memorabilia", and "If I Knew Then What I Know Now". Senior Moments developed the plays in cooperation with the NH Task Force on Falls Risk Reduction and the Seacoast Repertory Theater.

The day ended with a panel of New Hampshire seniors who shared their personal stories of changes during their retirement years.

After 40 years in the insurance business, Dennis Hager obtained his Master Plumber's certificate. He has volunteered for the Mr. Fixit Program sponsored by Belknap-Merrimack Community Action.

*(continued on page 5)*

# With A Little Help Alone, But Hardly Lonely

By Dennis Hett

Readers who live alone have been telling *Aging Issues* that they want advice on coping with loneliness. They also want ideas for getting out to be with other people.

As one who has lived alone for fifteen years, and who also has a mobility challenge, I understand the issues.

Let's begin with ideas that work for me. The first is, consider becoming part of a religious congregation (if you aren't already). Yes, religion is about faith, and it's also about community and all sorts of connections.

People who attend religious services just once a month stay healthier than most people who don't (studies say so). Maybe it's the connection to something greater than ourselves that makes the difference.

Religious congregations are also about helping others- giving rides to services and events, to the supermarket, medical appointments and maybe NASCAR races (who says that everybody goes to the symphony?)

Next, find a way to help other people. There are many organizations in need of volunteers. If you're homebound, you may be able to check in

with someone else through a telephone reassurance program in your area. You will help to keep that person connected. You'll feel more connected, to boot. It's amazing how we forget ourselves when we're doing something for others. Your local ServiceLink site can provide information about volunteer opportunities.

Visit your local senior center. Senior centers frequently offer a wide range of activities such as meals, educational programs, exercise classes, day trips, crafts and entertainment.

Another way to meet others is to find people who are interested in activities or hobbies that also interest you. Check out your local newspaper or Chamber of Commerce for information on hobby clubs or groups.

The possibilities are endless. What floats your boat?

Offer to teach another person about your hobby. You can also turn this idea on its head and ask another person to teach you a hobby that interests you. What would you like to learn? People's notion that mature dogs can't learn new tricks says more about the trainer than the dog.

*(continued on page 6)*

## Farmers Market Nutrition Program Provides Fresh Fruits and Vegetables

The Bureau of Nutrition and Health Promotion in the Department of Health and Human Services' Office of Community and Public Health is pleased to announce that the Farmers Market Nutrition Program will again be available during the summer months for low-income seniors.

The Farmers' Market Nutrition Program (FMNP) provides coupons to income-eligible seniors, 60 years and older, to receive free fresh fruits, vegetables, and herbs at more than 40 farmers' markets in New Hampshire. The program is funded by the US Department of Agriculture and is open to seniors enrolled in the Commodity Supplemental Food Program (CSFP).

"In New Hampshire, the Senior Farmers' Market Nutrition Program provides healthy, locally grown fresh fruits and vegetables for more than 6000 seniors across the state," said Lisa Richards, Nutrition Services Manager for the Department's Office of Community and Public Health. "Area farmers benefit because the Program brings additional customers to their

markets, and they spend both the coupons and often their own resources for farm products."

CSFP provides monthly food packages to seniors, and foods include canned meat, canned fruits and vegetables, cheeses, pasta, cereal, and fruit juices. These foods are provided year round, and are acceptable foods for seniors on special diets, such as diabetes and other health conditions.

To enroll in CSFP, seniors must meet the following income guidelines: A person living alone can have an income of up to \$1009 monthly or \$12,103 yearly. A household of two persons can have an income of up to \$1354 monthly or \$16,237 yearly.

The Farmers' Market Nutrition Program provides free recipes and nutrition information on preparing healthy meals and snacks using fresh fruits and vegetables.

To find out if you are eligible for the Commodity Supplemental Food Program or the Farmers' Market Nutrition Program, call **1-800-942-4321**.

CSFP and FMNP are equal opportunity programs.

## From AARP New Hampshire

Medicare Brochure Now Available!

- How will the new Medicare drug benefit work?
- Will the discount drug card help me?
- What is meant by the term "doughnut hole?"

Find out the answers to these and other pertinent questions by requesting a copy of AARP's new brochure, *Medicare Changes That Could Affect*

*You*. Jam-packed with up-to-date information, this publication highlights major components of the new bill, from the discount drug card to changes in Medicare.

To request your free copy, call toll-free at **1-888-687-2277 (888-OUR-AARP)**. Or, visit <http://www.aarp.org/prescriptiondrugs> to either order a copy or download the brochure.



# Have You Had Your Tetanus Shot Lately?

By Mary Miller and Sheila Lazzaro

If you were asked this question, your answer might be: “Oh yes, I remember, I cut myself with a knife”; or “I got a fishhook caught in my finger”. These are examples of accidents that would require a tetanus shot. But did you know that anyone 18 years of age and older should have a tetanus and diphtheria toxoid (Td) vaccination every 10 years? This is a recommendation from The Centers for Disease Control and Protection (CDC), Advisory Committee on Immunization Practices.

Although this immunization is commonly referred to as the tetanus shot, there is more in the Td vaccination than just tetanus. What does that little “d” mean after the big “T” for tetanus? The little “d” is for diphtheria. So the Td vaccination will protect you against both tetanus and diphtheria.

Bacteria cause both tetanus and diphtheria:

**Tetanus:**

- Tetanus is **not** spread from person to person.
- It usually enters the body through cuts, scratches, or puncture wounds.
- The disease affects the nervous system and causes severe muscle contractions and spasms. Stiffness of muscles, especially of the face, often occurs. This is why most people call tetanus disease “lock jaw”.

## North Country Senior Action To Hold Annual Meeting

North Country Senior Action will be celebrating their 32<sup>nd</sup> annual Meeting at the Beacon Resort in Lincoln on **Monday, September 20, 2004**. For more than a quarter of a century, NCSA has been a longstanding advocate for seniors in New Hampshire’s three northern counties.

Registration begins at 8:30. Richard Chevrefils, NH State Director of AARP, will be the keynote speaker. The award winning Blake Mountain Band will provide musical entertainment, and Yankee humorist Travis Wallace will entertain with his old time wit and humor.

Community service awards will be presented by Ray Burton, Executive Councilor, District 1. There will be a grand buffet lunch at noon, and a giant raffle and 50/50 drawing.

The cost for the annual meeting, including lunch, is \$21.00. To register, call Bernadine Jesseman, Treasurer, at **603-356-9331**, or write to PO Box 1182, North Conway NH 03860, fax to **603-356-9322**, or e-mail [ccrsvp@fcgnetworks.com](mailto:ccrsvp@fcgnetworks.com). Prepayment of the \$21.00 must be received by **September 10, 2004**.

Vendors or providers who are interested in registering an exhibit table may contact Dona at New Hampshire Legal Assistance (**Telephone 1-800-548-1886 or 444-8000, Ext. 23**).

For those who want to stay overnight on Sunday night, a special Sunday night rate of \$79 is offered by the Beacon Resort (for reservations, call the Beacon Resort at **603-745-8118** and mention the special offer in conjunction with the North Country Senior Action annual meeting.

## Dear HICEAS

**Q:** I know that Medicare is launching a drug discount card program later this spring. I am receiving brochures in the mail advertising ways to save on my drug costs. Should I look into these options, or should I wait until I can find out more about the Medicare options?

*Signed: Harriet from Stratham, NH*

**A:** Dear Harriet:

While the drug discount programs you are hearing about may indeed help you, you should be wary of fraud and deceptive marketing from companies looking to lure people into paying high fees for small discounts. To avoid being a victim of scams and identity fraud, follow these five tips:

1. Ask yourself if you need a Medicare discount drug card. If your income is low (below roughly \$12,569 for an individual, \$16,862 for a couple), you are eligible for the low-income drug discount card, which gives you a \$600 credit toward your drug costs. But if your income is above this threshold, you may get greater savings through other drug programs.
- For a list of existing programs, visit [www.medicarerights.org/rxframeset.html](http://www.medicarerights.org/rxframeset.html) or call HICEAS (Health Insurance, Counseling and Education Service) (**1-800-852-3388**).
2. Even if you decide you may want to buy a card, don’t give out your Social Security number over the telephone to anyone who calls you. You cannot be sure who’s on the other end of the line. Keep in mind that Medicare-approved companies are required to display the Medicare-Approved Rx logo on their materials:
3. If a company has contacted you by telephone, take the information and offer to call back once you have done your research (see below).
4. Before buying a card, get the facts. You can call **1-800-MEDICARE** or check out Medicare’s web site at [www.medicare.gov](http://www.medicare.gov) to compare discounts offered through different companies providing cards in your area. Then call HICEAS for information on other prescription drug discount options.
5. Report fraudulent telemarketers to the Medicare Fraud Hotline at **1-800-447-8477**.

*This information is brought to you by HICEAS, New Hampshire’s state health insurance assistance service, under a grant from the Centers for Medicare & Medicaid Services*

**Diphtheria:**

- The disease **is** spread from person to person.
  - The most common form of the disease is when a thick membrane develops on the tonsils and spreads through most of the throat area.
  - There are other forms of diphtheria; for example, diphtheria may show itself as a skin infection. Diphtheria occurs worldwide. We fight this disease by giving the Td vaccination every 10 years.
- If you cannot remember the date of your last Td vaccination, ask your doctor or health care professional if they have a record of it. Protect yourself from getting either of these unwanted diseases. Get your Td vaccination every 10 years!
- To find out about Td vaccinations, contact your health provider. If you have questions or concerns about vaccines or immunizations, you can also call the NH Immunization Program at **1-800-852-3345, Ext 4482 or 603-271-4482**. Our Public Health Nurses are available to talk with you.
- Mary Miller is the Education & Outreach Coordinator for the NH Immunization Program, NH DHHS Office of Community and Public Health. Sheila Lazzaro is a Public Health Nurse for the NH Immunization Program, NH DHHS Office of Community and Public Health.*

## Vaughan Award *(continued from page 1)*

**Merrimack County – A.D. and Janet Copestakes** (Concord)

This active couple have engaged in a wide range of volunteer activities, including, but not limited to, the Merrimack County Retired and Senior Volunteer (RSVP) Program, AARP, the Friendly Kitchen in Concord, which serves meals to the needy, and the Concord TRIAD SALT program. Mr. and Mrs. Copestakes have also worked tirelessly to promote the Scottish arts and heritage through the St. Andrew’s Society of New Hampshire, the NH School of Scottish Arts, and the NH Scottish clans. Both will be honored as Co-Chieftains at the 2004 Highland Games.

**Rockingham County – Evelyn Fisher** (Derry)

In her 41 years as a volunteer for Parkland Medical Center in Derry, Ms. Fisher has donated over 10,000 hours of her time at the information desk, and in other areas of the hospital. In addition, she has trained many other volunteers. A lifelong resident of Derry, she also volunteers for The Senior Friends, a supportive organization established through Parkland Medical Center for persons age fifty and older.

**Strafford County – James and Katherine Brownell** (Rochester)

Since retiring, James and Katherine Brownell have contributed their time and talents to both Frisbie Memorial Hospital and The Homemakers of Strafford County in Rochester, where they have volunteered for seven years. They began by teaching square dancing to elderly and disabled participants of the agency’s adult day program. With a cheerful disposition, they help in many ways, from preparing and serving meals, to providing transportation and assisting with fundraising and delivering Thanksgiving dinners and Christmas baskets.

**Sullivan County – George Bresnahan** (Springfield)

For the last five years, Mr. Bresnahan has volunteered his services to the Newport Senior Center and Sullivan County Nutrition. He has assisted his wife in delivering meals to seniors, driven the senior van and taken care of repairs at the Senior Center. He has also helped elderly or disabled individuals with home and auto repairs and other chores, including shoveling snow and sanding during the coldest and most inclement weather. Taking extraordinary steps to serve others, Mr. Bresnahan does all this faithfully for at least 15 hours per week, all year long.

## Conference on Aging *(continued from page 4)*

When he was young, Bill Cray rode horses in rodeo shows. Later on, he joined the army and then the NH State Police Force, retiring in 1987. He has now returned to his interest in horses, and travels the USA, photographing rodeo shows. He even enjoyed a season of riding again before sticking with his camera.

Betty Ferris, who has lived in Concord since 1944, has long been active in community activities and enjoyed dancing, bicycling, and golf. Health issues caused her to curtail her activities for awhile, but three years ago, when she turned 80, she decided to begin exercising again. She now attends a daily strength training program at the Racquet Club in Concord.

When Marnie Verville’s husband became ill with cancer, he received help from the local Hospice program.

She was so impressed by the care and compassion he received up until his death, that she later enrolled in training and became a Hospice volunteer. She visits patients, bakes pies, and conducts tours of the Hospice House. In her spare time, she enjoys having fun, and likes to wear socks in wild colors. Who says that you need to stick to fashion rules when you get older?

Grace Latuch of Plymouth displayed a sampling of her artwork. She began painting some years ago after her husband’s death. She is now 84 and has displayed her creations at Plymouth State University and other locations.

“I think what this shows is that getting older is not what it used to be,” said JoAnn Jordan (BEAS) who moderated the panel discussion. “Your senior years can be your best years, and opportunities are out there. Begin planning now.”



# Perpetual Motion: Coping With Restless Leg Syndrome

By Fran Blakeney

Are you unable to sit still or sleep without having your legs force you to get up and move around? For 55 years, I was unable to get enough sleep due to what I called my "jumpy legs" and I know how difficult it is to sit and read, to watch TV or even go to a movie.

For many years, I didn't know that my problem had a name. A funny name for a serious neurological disorder. I am one of the approximately 10% of the nation's population who suffer from the neurological disorder called Restless Legs Syndrome, also known as RLS.

According to the National Institute of Neurological Disorders and Stroke, RLS is a sensory-motor (movement) disorder characterized by uncomfortable sensations in the legs, which are worse during periods of inactivity or rest or while sitting or lying down. There is often a positive family history of the disorder. People affected by RLS describe the sensations as pulling, drawing, crawling, tingling, pins and needles and sometimes painful sensations that are usually accompanied by an overwhelming urge to move the legs. Sudden muscle jerks may also occur.

Movement provides temporary relief from the discomfort. In rare cases, the arms may also be affected. Symptoms may interfere with sleep onset. Research suggests that RLS is related to periodic limb movement disorder (PLMD), another more common motor disorder which causes interrupted sleep.

At the present time there is no cure for RLS, but there are several medicines which can help reduce the symptoms. Research is also being done regarding the causes of RLS and other related disorders. A 2003 study (led by James Connor, PhD., of Penn State University, College of Medicine) shows that for RLS sufferers, the iron in their brains is not being processed properly. This is the first study which really starts to reveal why some people have RLS and it encourages those of us who have this disorder to believe that eventually there will be a cure.

Five years ago, with the assistance of the national RLS Foundation and Concord Hospital, an RLS Support Group was established in New Hamp-

shire. The group meets in January, April, June, September and November, on the second Saturday of that month, from 10:30-noon, at Concord Hospital.

RLS Support Group meetings are free and open to the public, and provide professional speakers and information on RLS, as well as opportunities for people to share their experiences.

On June 12, the speaker will be Dr. Michelle Gaier, Director of the Sleep Evaluation Center at Lakes Region General Hospital. Dr. Gaier will speak about RLS and answer questions. At the September 11 meeting, the speaker will be Ruth Ruiter, RN, BSN. Ruiter is a member of the Board of Directors for the national RLS Foundation. She will address how medical personnel can recognize and provide effective care for patients with RLS.

If you think you may have RLS, talk with your doctor. For more information on the RLS Support Group at Concord Hospital, please call me at **603-225-2103** or Fay Crowley at **603-527-1017**. You can also email [granitestaterls@aol.com](mailto:granitestaterls@aol.com), and visit the Granite State RLS Support Group web site at [www.gsrls.org](http://www.gsrls.org)

## "Standing Ovation" Will Celebrate Seniors

The 8<sup>th</sup> annual "Standing Ovation", a program for active older adults, will be held on **June 12, 2004, from 8:30am-2:30pm** at the Keene Recreation Center.

Sponsored by the Monadnock Senior Advocates, this year's program includes a special appearance by "Anima Terra", the well-known womens choral group. There will also be workshops on various topics, including age in motion, drugs and the new Medicare law, cooking for one, age and obesity, gardening, grief and loss, and how to know your rights and skills for dealing with a disaster.

The program is free of charge and includes lunch, exhibits by vendors, door prizes and much more. Persons interested in attending need to call Mary Anne Bonafair by **June 10** (Telephone: **603-352-6351**).

*The Monadnock Senior Advocates meet on the third Wednesday of each month at 9:00 am to discuss issues of concern to seniors. Meetings are held at varying locations. For more information, call Martha Bauman, Chairperson, at 603-352-8725.*

## Resource Centers *(continued from page 2)*

in order to determine all the choices available to them," said Grace Ryan, ServiceLink Program Manager. "Long term care is a complex system with multiple agencies. When someone goes to a ServiceLink Resource Center, the system will be easier to navigate, since the center will provide a single entry point."

Persons expected to access ServiceLink Resource Centers include those age 60 and older, individuals 18 or older who have chronic illnesses or disabilities, family caregivers, providers and other persons planning for future long term support needs.

ServiceLink Resource Centers may be accessed free of charge, regardless of a person's financial status.

ServiceLink Resource Centers will be staffed by a manager who will be responsible for operations; a long term support counselor who will offer counseling about community options to people with long term care needs; and a referral specialist who will be responding to consumer inquiries.

Staff at the Resource Centers will be assisted by web-based tools and supported by community family support specialists and staff from the Bureau of Elderly and Adult Services (BEAS). The team will collaborate with community leaders and providers to develop solutions to existing service gaps.

Partial funding for the ServiceLink Resource Centers was obtained through a three-year federal grant awarded to New Hampshire last fall by the Administration on Aging and the Centers for Medicare and Medicaid. The grant is being administered by the NH Institute for Health Policy and Practice at the University of New Hampshire, in cooperation with BEAS.

Staff members from different DHHS program areas are working with the NH Institute for Health Policy and Practice, community providers and consumers to develop operating procedures and program evaluation methods for the ServiceLink Resource Centers.

To learn more about how ServiceLink Resource Centers can help you and for an opportunity to raise your questions and concerns, you are invited to attend one of the following public forums:

**September 14, 2004 from 1:00 to 3:00 pm**

Rochester Library  
65 South Main St.  
Rochester, NH

**September 15, 2004, from 10:00 am – noon.**

ServiceLink Resource Center of Belknap County  
780 North Main St.  
Laconia, NH

You can also obtain updated information by visiting the web site of the UNH Institute for Health Policy and Practice at [www.nhhealthpolicyinstitute.unh.edu](http://www.nhhealthpolicyinstitute.unh.edu)

## With A Little Help *(continued from page 4)*

Consider taking a course. Learning something new can be exciting! Many communities offer adult education courses, and some colleges and universities offer courses to seniors at a lower cost.

Finally, share your memories.

If a relative is working on your family tree, contact him or her to share your knowledge and records. You may be able to identify people in old photographs for the researcher.

You can also share your memories with students undertaking a living history project at a local school or college or you may be able to do this through your local historical society.

You know what life was once like in our towns and cities. You remember how some of the great events of the

Twentieth Century looked and felt here in New Hampshire, or in other places.

Participants will come to visit you. They will ask you about your life and times. They will write your stories down or record them on tape.

And you may find new friends.

Reach out just a little ... your loneliness will begin to disappear.

*Dennis Hett served a total of 25 years as CEO of three organizations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey and the northern New England states. Dennis is co-chair of the Manchester Regional Area Committee on Aging and a member of the Long Term Supports Committee of the State Committee on Aging.*

## You Can Make a Difference!



## Become a Long-Term Care Ombudsman\* Volunteer

### Advocate for Nursing Home Residents

- Help to ensure their quality of care and life
- Learn about long-term care, aging, advocacy and more
- Protect and promote Residents' Rights
- Receive reimbursement for service-related travel
- Set your own schedule

For information, contact

Judith Griffin, Volunteer Program Coordinator  
Long-Term Care Ombudsman Program  
(800) 442-5640 or (603) 271-4396  
email: [jgriffin@dhhs.state.nh.us](mailto:jgriffin@dhhs.state.nh.us)



\*Ombudsman is a Scandinavian word that means "advocate." Volunteer Ombudsmen advocate for residents of nursing homes and residential care facilities as they visit with them and monitor the quality of care.



# Summer Calendar

## State Committee on Aging Meetings

For information, call Peggy Knight at DEAS at 1-800-351-1888, Ext. 0549.

## Area Committees on Aging

Meeting schedules and locations are subject to change. Some committees may not meet during the summer months. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

- Belknap** - Third Tuesday of each month at 1pm, at varying locations
- Carroll** - Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH
- Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)** - Third Wednesday of each month at 9 am, at varying locations
- Coos** - Meets quarterly, on the second Tuesday of the month at 10 am, varying locations. Next meeting is April 13 at Woodland’s Credit Union in Berlin.
- Grafton** - Fourth Monday of each month, at 9:30 am, at the Plymouth Regional Senior Center
- Greater Manchester** - Third Thursday of each month, at 1:30 pm, at varying locations
- Greater Nashua** - Last Wednesday of each month, at 1:30 pm, at the Senior Activity Center on Temple Street in Nashua
- Merrimack** - Third Tuesday of each month, 10:30 am, varying locations
- Rockingham** - Second Tuesday of each month, at 10 am, at varying locations
- Strafford** - Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester
- Sullivan (Sullivan/Kearsarge Senior Advocates, covering Sullivan County and northwestern Merrimack County)** - Second Tuesday of each month, at 9:30 am, at varying locations
- North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** - Fourth Friday of each month, at 9:30 am, at varying locations.

## Special Events

- “Standing Ovation”** celebrates seniors, **June 12, 8:30am-2:30pm**, at the Keene Recreation Center. Sponsored by the Monadnock Senior Advocates (see separate announcement in this edition of *Aging Issues*)
- Access 04, June 18-19**, Whittemore Center, UNH, Durham. Sponsored by the Granite State Independent Living Foundation. Opportunities for everyone to learn about assistive technology available to assist persons with disabilities, as well as community resources, employment, strategies for independent living. Numerous workshops and exhibits, interactive art, adaptive sports demonstrations. Call **1-800-826-3700 V/TTY** or visit the website at [www.gsil.org](http://www.gsil.org)
- Granite State Senior Games, August 7-15**, Manchester. Open to individuals 50+. Archery, tennis, horseshoes, shuffleboard, road race and more. Register online at [www.nhseniorgames.org/GSSG](http://www.nhseniorgames.org/GSSG) or call **(603) 622-9041** for more information.
- North Country Senior Action Annual Meeting, September 20**, at the Beacon Resort in Lincoln. See separate announcement in this edition of *Aging Issues*.

## Educational Programs

- Elder Forum: “How Can I Help” Series (Springfield College, Manchester, NH):** Designed for professional direct care providers who work with geriatric patients. Four half-day workshops will offer participants an opportunity to explore challenges with experts in their fields. Dates: **September 25** (Changing Traditions In Long Term Care), and **October 30, 2004** (The Process of Aging & Mental Health), **January 29** (Elder Abuse) and **February 26, 2005** (Learning How To Age Well: A Personal Journey). All workshops held from 9:15-noon at the Manchester NH campus. Register for single or multiple workshops. Cost will be kept low to encourage participation. Call Rose Bresnahan at **1-800-727-0504** or **(603) 666-5700, Ext. 106**, or email [rbresnah@spfldcol.edu](mailto:rbresnah@spfldcol.edu)

## Support Groups

- Sight Services for Independent Living** sponsors support groups for individuals who are visually impaired as well as other supportive services. For more information, call **(603) 271-3537** or visit the web site at [www.ed.state.nh.us](http://www.ed.state.nh.us)
- Self Help for the Hard of Hearing of New Hampshire.** For information on future meeting schedules and locations, call Joan Marcoux at **1-800-351-1888, Ext. 8352** or email [jmarcoux@dhhs.state.nh.us](mailto:jmarcoux@dhhs.state.nh.us)
- Family Caregiver Support Group, 4th Wednesdays, 7-8:30pm** at the Nutfield Professional Bldg; 44 Birch Street, Suite 102; Derry, NH. Free. Call Patti or Connie at **(603) 432-0332**.
- Grandparents as Parents (GAP), last Monday of each month, 5:30-7:00 pm**, Giggles and Grins Resource Center, 20 Canal St., Laconia. Free. Call Velma at **(603) 527-7041** or **603- 528-6945**. Allows grandparents to connect with one another via telephone or email, and offers information, training, support and social activities.

# The New Hampshire ServiceLink Network

1-866-634-9412  
[www.servicelink.org](http://www.servicelink.org)

<b>Belknap County ServiceLink</b> The HealthLink Building 575 Main St., P.O. Box 1327 Laconia, NH 03247-1327 <b>Local Line: 528-6945</b> Lisa Morris, Director	<b>Merrimack County ServiceLink</b> 2 Industrial Park Drive P.O. Box 1016 Concord, NH 03302-1016 <b>Local Line: 228-6625</b> Beth Benson, Director
<b>Carroll County ServiceLink</b> 448 White Mountain Highway PO Box 420 Chocorua, NH 03817 <b>Local Line: 539-7203</b> Susan Deyoe, Director	<b>Monadnock ServiceLink</b> 20 Norway Avenue Suite 302B, Keene, NH 03431 <b>Local Line: 357-1922</b> Melinda Feola Mahar, Director
<b>Coos County ServiceLink</b> Berlin Senior Center 610 Sullivan St., Suite 6 Berlin, NH 03570 <b>Local Line: 752-6407</b> Janice Gingras, Director	<b>Rockingham County ServiceLink</b> Seacoast 30 Maplewood Avenue Suite 212 Portsmouth, NH 03801 <b>Local Line: 334-6594</b> Julie Stone, Seacoast Director
<b>Grafton County ServiceLink</b> Center for Elder Services 10 Campbell St., P.O. Box 433 Lebanon, NH 03766 <b>Local Line: 448-1835</b> Co-Directors: Dana Michalovic, Karen Whitaker	<b>Strafford County ServiceLink</b> 1 Wakefield Street Suite 306 Rochester, NH 03867 <b>Local Line: 332-7398</b> Becky May, Director
<b>Hillsborough County ServiceLink</b> Manchester 555 Auburn Street Manchester, NH 03103 <b>Local Line: 644-2240</b> Yvonne Schulze, Director	<b>Sullivan County ServiceLink</b> 96 Main Street PO Box 1338 Claremont, NH 03743 <b>Local Line: 542-5177</b> Gail Merrill, Director
<b>Nashua</b> Community Council of Nashua 7 Prospect Street Nashua, NH 03060-3990 <b>Local Line: 598-4709</b>	



## For Persons With Hearing Loss

- On **June 24<sup>th</sup> 2004, from 1-4 pm**, there will be a program on the new Medicare prescription drug benefit, to be given by Karol Dermon, Medicare Coordinator and Program Specialist at the NH Bureau of Elderly and Adult Services. Also on the agenda will be a program on preventing identity fraud entitled, “We Don’t Live In A Norman Rockwell World Any more!” to be given by Brenda Koch, Manager of Consumer Affairs, U.S. Postal Service, NH District.
- This event will be held at the Brown Bldg. Auditorium, 129 Pleasant Street, Concord, NH 03301. Communication Access Services will be available. If you plan to attend, please call Lois at **1-800-351-1888** by **June 21, 2004**.

## Recreation

You can find lots of interesting things to see and do in the Granite State by visiting [www.visitnh.gov](http://www.visitnh.gov) . You can also request your free copy of the 2004 New Hampshire Guidebook by signing up at [www.visitnh.gov/freeguidebook](http://www.visitnh.gov/freeguidebook) or by calling **800-FUN-IN-NH (1-800-386-4664)**.



**NH Department of Health and Human Services  
Bureau of Elderly and Adult Services (BEAS) —**

**Long-Term Care Ombudsman: Call 800-442-5640.**

## State Committee on Aging

**Dorothy Solomon**  
Box 993  
Albany 03818  
**447-1199**



# Aging Issues

A publication for New Hampshire's older citizens

Volume 8 Issue 3

Fall 2004



Another Fourth of July has come and gone, but the sacrifices and contributions of America's veterans will always be remembered. Pictured here are several veterans who are residents of Granite Ledges in Concord, NH. Jo Moncher, Bureau Chief of Elderly and Adult Services, was a guest speaker at Granite Ledges on July 9 and recognized the veterans for their services. Clockwise from the lower left:



**Charles James**, United States Army Corps of Engineers, 1st Lt. 1943, 4 years active duty, 7 years reserves;  
**Adelaide Lyons**, United States Naval Reserve, 1942-1946, Navy Department, Washington DC Naval Intelligence;  
**Ethel Berryman**: United States Army Nurse Corps, 1943-1945, 132nd Evac Hospital, France & Germany; and  
**Mary Aronson (seated)**: United States Army Nurse Corps, 1st Lt. 1943-1947, ETO (European Theater of Operation), France & Germany



## Commission on Financial Exploitation Considers Remedies

By Margaret Morrill

The Commission on Financial Exploitation is considering ways to better help elders and persons with disabilities whose money or property is being misused by others.

The Commission was established during the 2003 legislative session following passage of HB 461. The Commission, which will report to the legislature in November, is charged with studying the causes, penalties and remedies of financial exploitation and the challenges and barriers facing the state in its efforts to protect victims and prosecute offenders.

Chaired by Rep. James MacKay, the Commission also includes several other legislators, and representatives from the Attorney General's Office, the State Committee on Aging, the Bureau of Elderly and Adult Services, the Probate Court, the Office of Public Guardian, the NH Developmental Disabilities Council, and the legal, law enforcement and banking professions.

Cases involving financial exploitation have been on the rise in New Hampshire and throughout the nation. National studies indicate that at least three to five million seniors are financially exploited every year. This is a conservative estimate, since elder abuse of all varieties is under-reported. Frail elders are especially vulnerable to financial exploitation, and almost half of the victims nationwide are age 80 or older.

Under the Adult Protection Law, the Bureau of Elderly and Adult Services is responsible for receiving and investigating reports of abuse, neglect, self-neglect or exploitation of incapacitated adults, and when necessary, for providing protective services. "Incapacitated" means that an adult is unable to delegate personal, home or financial affairs in his or her own best interests, or cannot delegate responsibility to a responsible caretaker or caregiver.

The number of financial exploitation reports made to the Bureau of Elderly and Adult Services increased from 95 in the year 2000 to more than 200 in 2003.

Investigating financial exploitation is costly, and police departments are sometimes frustrated in their efforts to obtain financial records or other documentation. Time is on the side of the perpetrator, since assets may continue to be depleted, lost assets are rarely recovered, and the longer the investigation continues, the more likely it is that the alleged victim will become impaired or die before anything is resolved.

Among the recommendations being considered by the Commission are:

- ◆ Appointment of an advocate who would be located in the Attorney General's office and would work full time on coordinating statewide efforts to combat financial exploita-

## Seniors Asking for Property Tax Relief

By Craig R. Benson

One of the great opportunities I have had in my term as Governor has been the chance to hold Open Door Sessions across the state. It has given me a great deal of insight into what is on the minds of New Hampshire's citizens.

Seniors have been well represented in these meetings. I always look forward to their thoughts and ideas, since they have so much experience and knowledge of the state, our politics and New Hampshire values, our way of life. The time I have spent with these elders has left a strong impression on me.

What have these seniors been speaking about? Some are still talking about the high cost of prescription drugs, and many have heard about our efforts to help seniors purchase drugs from Canada, through a link on my website ([www.nh.gov/governor](http://www.nh.gov/governor)). I remain committed to helping our elder residents have access to affordable prescriptions.

The other main concern I hear about from seniors has been the high burden of property taxes. These are residents who often have fixed incomes and who have seen significant jumps in their local tax burden recently. The idea that elder citizens, who helped make New Hampshire the great state we are, could be forced out of their homes because they can't afford a skyrocketing tax rate is absurd. We need to do better for these folks.

That is why I have asked for a Senior Property Tax Cap, to help our seniors stay in their homes and give them some relief from spiraling tax burdens. This would be one way the state could say "Thank You" to all those over 65 for all you have given to this state. New Hampshire has been ranked the Best State to Live In, the Healthiest State in America and the state with the second lowest taxes in the country and it could not have happened without our seniors.

Here is how the plan would work. For those over 65, you would pay no more than 10 percent of your total income in property tax. For every dollar over 10 percent, the state would pay the local community the difference. According to statistics provided by the Department of Revenue Administration, the US Census Bureau, and the New Hampshire Office of State Planning, the average senior would see a yearly reduction in overall property taxes of \$375.00, a significant amount.

I think it is time to give seniors a break from high taxes. We want them to be independent and able to stay in their own homes. For some, this might be just the opportunity to allow them to keep their current residence and that is significant.

Senior citizens are one of the greatest assets New Hampshire has, and we should place a high value on allowing them the freedom and dignity of living in their homes. There is no reason our elders should be forced out because of high property taxes.



tion and assuring that victims receive prompt and appropriate assistance. Although many different agencies have responsibilities for limited aspects of financial exploitation, there is no one entity which is responsible for oversight or coordination, or which follows through to assure that victims receive assistance. A fulltime advocate would complete these tasks.

- ◆ Appointment of a statewide task force that would include representatives of organizations that respond to abuse, neglect and financial exploitation of elders and persons with disabilities. The task force would meet periodically to identify problems and issues that could be addressed through joint efforts or legislative change.
- ◆ Development of an investigative protocol that enables law enforce-

continued on page 6

### Table of Contents

Commissioner's Corner .....	2
Preservation of NH Rental Assistance Program .....	2
Manchester DO Relocates .....	2
Kellogg Appointed .....	3
NH ServiceLink .....	3
In Memory of Jim Bretz .....	3
Senior Centers on the Move .....	4
Dear HICEAS .....	4
From AARP NH .....	4
The Law and You .....	5
With a Little Help .....	5
October is National Breast Cancer Awareness Month .....	5
Learning Opportunities .....	6
For Women Veterans .....	6
Fall Calendar .....	7



## Manchester District Office Relocates

As of September 13, 2004, the Manchester District Office of the NH Department of Health and Human Services (DHHS) will be located at **195 McGregor St., Suite 110, Manchester, NH 03102-3762**, across from Catholic Medical Center.

The relocation of the District Office is necessary due to the property owner's redevelopment plans for the former Manchester District Office address on Lincoln St.

The same DHHS programs, including those provided by the Bureau of Elderly and Adult Services, will continue to be provided at the new Manchester District Office address. Staff contacts remain the same.

Telephone numbers, which are also unchanged, are as follows:

603-668-2330 or 1-800-852-7493 (in-state only), TDD: 1-800-735-2964



### Directions:

From I-293 N, take Exit 6 (Amoskeag Bridge). Continue around rotary and bear right onto Front St. Continue to the traffic light at Bridge St. Go straight through the light to McGregor St. Turn left into the Mill West Corporate Center (across from Catholic Medical Center). DHHS is located at 195 McGregor St., South Tower, Suite 110 (use South Tower entrance).

### Parking

Parking is provided on-site, with handicap and van-accessible spaces being provided adjacent to the main entry doors.

By John A. Stephen

New Hampshire faces a significant issue in our near future with respect to providing long-term care for our needy seniors. The challenge is one principally based on demographics. Over the next few years, we expect substantial increases in the number of seniors in our state, particularly those over the age of 85, those most likely to need special medical attention.

Our state's policy, under Medicaid, to help poor seniors, in many ways, encourages nursing home care. In some cases, nursing homes provide an essential safety net for our most frail and vulnerable. In New Hampshire, the care and quality of our nursing homes is among the very best in the country. However, we must do whatever we can to develop and foster a strategy of home and community based care as our priority.

If we do not alter our existing strategy, New Hampshire will have a pending fiscal crisis. We expect that the cost of care for these elders will go from just under \$280 million this year to almost \$560 million in 2015, without adjusting for inflation. This would make the school funding issue seem small in comparison.

Other states have been effective in tackling this same issue. According to the Kaiser Family Foundation, New Hampshire spends more than 60% of its Medicaid long-term care budget in nursing homes, compared to 41% in Vermont and 36% in Maine. Our neighboring states have seen the realities of the future and adjusted how they do business. It is time for our state to do so as well.

How have these other states changed their Medicaid programs? They have done so by shifting emphasis away from nursing homes and into the communities. This has often been accomplished through home-based care. New Hampshire does offer a limited home based care program (called Home and Community Based Care for Elderly and Chronically Ill, or HCBC-ECI), but, given the demographic trends we see coming, we need to look at shifting, or "rebalancing," our care for seniors to the home and community level and away from nursing homes.

This shift is not something that is opposed by most seniors. In our 11 Medicaid forums the Department of Health and Human Services have held across the state, a consistent theme from seniors was about keeping seniors at home. In fact, in a recent survey by the AARP, more than 70% of seniors in New Hampshire said that they would prefer to receive treatment in their homes as opposed to obtaining care in a nursing home. Keeping seniors in their homes is often substantially less costly for the state as well.

## COMMISSIONER'S CORNER

This is not to say that there is not a role for nursing homes. While seniors today are healthier than ever, there are some who are simply so frail that a nursing home is, in fact, the proper setting for their care. The state will continue to ensure that these elders have the appropriate level of care available to them.

What is the state doing to reshape the services to our elderly? We ought to be giving our seniors options and allowing them to make the choices in their own care and we are working to make this a reality now.

Our Department's reorganization has created the new Division of Community Based Care, in which the Bureau of Elderly and Adult Services will reside. Leading this new organization is Richard Kellogg. Richard brings a wealth of experience in this area, having served in Vermont, Virginia and Tennessee and he is tasked with coming up with new solutions for needy seniors across the state. I expect you will find that he is up for the challenge and hope that you will welcome him to DHHS. Among Richard's first tasks will be to find ways to manage the transition from nursing homes to the home and community model. He has already started exploring new ideas to do this and is reaching out to the community to hear your thoughts.

Richard will do a great job of working with Jo Moncher, our Bureau Chief of Elderly and Adult Services. Those of you who have had the pleasure of meeting Jo know that her dynamic personality is a compliment to the community. I expect big things from both of these committed employees that will benefit the seniors of the state.

In moving to a community based model, DHHS is also looking for ways to integrate our service delivery system so that we can direct services to the individual and not try to fit people into our system. This is particularly true of those folks who utilize more than one care component of the Department, whether long-term care, mental health, disability or substance abuse. The days of treating our citizens in silos without coordination or integration must end. We must view the individual as a whole and fit our services around them, not the other way around.

I believe that the changes we are working to implement at DHHS will result in improvements to service for those in need across the state. I ask for your ideas and your patience as we work to make our system of care better. Together we can build a Medicaid program we all can be proud of.

## Preservation of Rental Assistance Program Is Key

By Tracey Tarr

Public debate continues regarding the future of a rental assistance program that provides critical assistance to persons with low incomes.

Administered by the Department of Housing and Urban Development (HUD), the Section 8 Housing Choice Voucher Program provides rental assistance to millions of low-income individuals and families. In New Hampshire, this includes 9000 households composed of seniors, families with children, and adults with disabilities.

The program is managed by public housing agencies that receive federal funds from HUD. People who are eligible for assistance through this program use the vouchers they receive from their housing agency to help pay the rent. Section 8 housing vouchers are used in housing complexes managed by HUD and are also accepted by many private landlords. Without the vouchers, many people with low incomes could not afford housing.

In April 2004, HUD proposed immediate and sweeping changes to the Section 8 housing program, including serious reductions in funding. Such reductions would mean that fewer individuals and families would receive help through the program. They would then be forced to search for housing in a very tight rental market with high rental rates. It is likely that more people would be forced to turn to town and city welfare offices for help and that some would be forced into homelessness due to the lack of alternatives.

The cuts would also affect the 6000 to 7000 persons in New Hampshire who have applied for Section 8 housing vouchers, but are currently on waiting lists. In many instances, the waiting period is two to three years.

In its latest annual survey of rental costs across New Hampshire, the NH Housing Finance Authority (NHHFA) indicated that the decade-long trend

of rising rental costs continues, with the statewide median two-bedroom gross rent reaching \$978, nearly five percent higher than last year's median of \$932. The median cost for all size apartments statewide is \$896 per month, up from last year's figure of \$854, and the supply of housing continues to fall far short of the demand.

The NH Housing Finance Authority and local housing authorities have protested the cuts in funding proposed for the Section 8 Housing Choice Voucher Program. In May, DHHS Commissioner John Stephen voiced his concerns about the impact of the proposed cuts in a letter addressed to the New Hampshire Congressional Delegation.

As of late July, some of the proposed funding reductions have been restored. Some housing authorities across New Hampshire have appealed changes in their funding formulas that

*continued on page 6*

### Aging Issues

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# Kellogg Appointed Director of New Division

DHHS Commissioner John Stephen has appointed Richard Kellogg as Director of the new Division of Community Based Care Services. Kellogg began work on July 12.

The Division of Community Based Care Services was created as part of the reorganization of DHHS, and includes three Bureaus: Elderly and Adult Services, Behavioral Health and Developmental Services. All three Bureaus provide critical supports to elders and adults with chronic illnesses or disabilities. Kellogg will be looking at ways to expand the range of home and community-based care options available to these individuals.

Kellogg brings to his new post more than 25 years of experience in the fields of mental health, developmental disabilities, and substance abuse services, and has worked with people of all ages. He has held leadership posts in Vermont, Virginia and Tennessee.

From July 1998 - January 2002, Kellogg was Commissioner of the Department of Mental Health, Mental Retardation and Substance Abuse Services in Virginia. From April 2002 to July 2003, he was the Deputy Commissioner for the Department of Finance

and Administration, Division of Mental Retardation Services in Tennessee.

During his career, Kellogg has also taught extensively. From 1994-2002, he was a member of the clinical adjunct faculty at the Medical College of Virginia. From 1991-2001, he was a fellow and clinical associate at the University of Virginia.



Kellogg said he believes that the successful implementation of goals depends on the mindset of those who actually carry out the services in an organization. "Since arriving in New Hampshire, I've already met many good people and

professionals who care about providing high quality, effective and efficient services," he said, "We will build on the strengths of the current service system as we move forward."

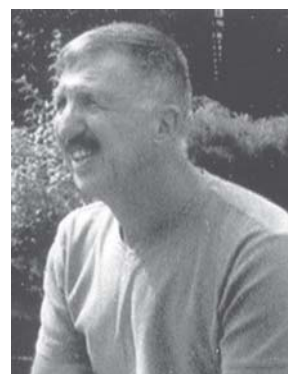
Commenting further, Kellogg said that integrating medical and long term care services, promoting individual choice whenever possible, and valuing the dignity and respect of the individual are all essential to any system of care.

Kellogg and his wife live in Greenfield, NH, where his wife's family has lived for four generations. They have two daughters, aged seven and four.

## In Memory of Jim Bretz

It is with great sadness that the Bureau of Elderly and Adult Services reports the death of Jim Bretz, who worked for DHHS for over 25 years.

Jim began his career as a mental health worker at NH Hospital, where he helped to organize a support group for young adults with schizophrenia, helping them learn social and living skills.



When Laconia State School closed and some residents were temporarily placed at NH Hospital, Jim took the lead in developing therapeutic programming and in supporting community integration for many of these individuals.

Jim later went to work for the Division of Developmental Services, where he continued to influence community support for this special population. He then went on to the Glencliff Home For the Elderly, where he eventually became Assistant Administrator.

Jim came to the Bureau of Elderly and Adult Services four and a half years ago, where he was the Administrator of the NH Family Caregiver Support Program and the policy expert on family caregiving issues.

"Jim was a strong leader and team player, and his positive attitude, compassion and hard work will be missed, both at BEAS and in the community," said Jo Moncher, BEAS Bureau Chief.

Mary Maggioncalda, Administrator of the BEAS Office of Community Services, Policy and Program Development, said that Jim was known as a dedicated, capable and caring professional. "For many people seeking help through the Family Caregiver Support Program, Jim would be the first one they'd speak with," she said. "They'd pour out their stories and he'd listen."

Jim also had a reputation for being a flexible and creative problem solver, whether this involved helping a caregiver locate respite care, a hot water heater or snow tires.

Jim's efforts to help others did not stop with his professional life. He was involved in community work, and for many years he worked with people with AIDS.

He also knew firsthand the challenges that caregivers and care receivers face. In the year prior to his death, Jim struggled with cancer and was often in pain. After Bill, his partner of many years, suffered a stroke, Jim juggled a fulltime career at BEAS while caring for Bill at home. He did this with humor, grace and perseverance, said Cathy Creapaux, Jim's co-worker in the Family Caregiver Support Program.

In his spare time, Jim enjoyed riding his motorcycle. He also enjoyed crafts and sang in a local choral group. He loved to read and had a "borrow a book" shelf in his office at BEAS.

Godspeed, Jim. You'll be missed.

**Note:** The NH Family Caregiver Support Program provides information, assistance, training and support, and respite services to family caregivers, as well as services to supplement the care they provide, such as resources to make home modifications, purchase needed medical supplies or purchase emergency response systems. For more information, contact BEAS at 1-800-351-1888 or call NH ServiceLink at 1-866-634-9412.

# NH ServiceLink: Help Is Just A Phone Call Away

By Margaret Morrill

On warm, blue summer days Adela LeBlanc, age 85, enjoys fishing with her son Richard at a pond near their home in North Stratford, NH. If the fish are biting, and Adela feels a tug on the end of her line, Richard helps her reel in the catch.

Adela has diabetes and emphysema, and she uses a wheelchair to get around. She moved to her son's home over a year ago when her health problems worsened and, thanks to Richard's support and other services arranged through ServiceLink, she is able to meet her needs at their home.

ServiceLink is a free information and supported referral service with offices in every county in New Hampshire. ServiceLink is a valuable resource for New Hampshire residents aged 60 and older and to adults living with a disability or chronic illness and their caregivers.

Richard LeBlanc first contacted Coos County ServiceLink shortly after his mother moved into his home. He talked with Janice Gingras, who was then Program Director, to learn about what supports were available for his mother. He was also coping with his own health problems.

"I didn't know what to do. I have had multiple surgeries. My mother is on oxygen and insulin. ServiceLink helped me to find respite care, a wheelchair, and information on Medicare. They also knew about everyday items to make life easier."

The everyday items included things like a pillbox to help organize Adela LeBlanc's 14 daily prescriptions, and an extra-long shoehorn, which enables people who cannot bend down easily to put on their shoes.

ServiceLink also helped Richard arrange for home health services and repairs to his mother's hearing aid.

"Calling ServiceLink was the best thing I ever did," he says.

Each local ServiceLink office is staffed with employees who are knowledgeable about resources that exist in their local areas and throughout the state, such as home care services, caregiver support, prescription drug options, Medicare and Medicaid, housing, transportation, volunteer opportunities and much more. ServiceLink also sponsors educational programs. When someone calls ServiceLink for help, services are tailored as much as possible to that person's individual needs.

Said Judy Pilliod, Co-Chair of the Senior Collaboration Committee (a committee which coordinates the common concerns of New Hampshire's Area Committees on Aging): "As the wife of a state legislator [Rep. James Pilliod, R-Belknap County] I am constantly amazed at the number of phone

calls with questions regarding Medicare, Medicaid, and which nursing homes are available in our area. Many of the calls are from fellow legislators inquiring for information for their constituents.

"User-friendly places to visit or call or have someone come to see you, are what seniors have been visualizing for many years. ServiceLink is one point of entry where your questions will be answered without playing telephone tag, and in some cases, ending up where you started!"

Eileen Wilson lives alone in Center Barnstead without family or friends nearby. Prior to having surgery last December, she contacted Merrimack County ServiceLink to find out how to arrange for help while she recovered at home.

Bobbi Blades, Program Coordinator at Merrimack County ServiceLink, arranged for services from several organizations that assisted Wilson, including the Red Cross, Senior Companion, the Mr. Fixit Program, Granite State Independent Living, and others. Wilson had high praise for Blades, who not only coordinated all the services she received, but frequently kept in touch to see how Wilson was doing, even after she was well enough to return to work.

"Without ServiceLink, I don't know what I would have done," said Wilson. "It is an exceptional and necessary service."

Karen Dutcher, President of The Strafford Network, summed it up this way: "Before ServiceLink's inception in 2000, Strafford County adults with disabilities, seniors and their families were not always aware of the many agencies that could assist them in leading healthy, independent lives. Now, with one phone call, individuals as well as hospitals and agencies can get answers to questions ranging from how to get a ride to a doctor's appointment to how to apply for elderly tax relief or fuel assistance. We know it has made a significant difference for those who often find it confusing to get the help they need."

The help provided by ServiceLink can also enable them people to remain in their own homes longer. In a letter to DHHS Commissioner John Stephen, Jonathan Chaffee, Executive Director of the Lebanon Housing Authority,

*continued on page 5*



# Senior Centers

New Hampshire proudly salutes its senior centers for all they do to help older persons remain healthy and active, both at home and in their communities. There are more than 50 senior centers statewide.

“Today’s senior centers offer a vibrant and exciting menu of services,” says Jo Moncher, Bureau Chief of Elderly and Adult Services, “and they continue to expand their range of activities to meet the changing needs of elders.”

At your local senior center, you can:

- ◆ Enjoy a meal
- ◆ Make new friends
- ◆ Get a ride to medical and other appointments
- ◆ Have your blood pressure checked
- ◆ Attend an exercise program
- ◆ Attend educational programs on computer skills and other topics
- ◆ Learn more about services and benefits for seniors
- ◆ Enjoy crafts, social and recreational activities
- ◆ Take a trip to a concert, play or other special event
- ◆ Find volunteer opportunities.

For information on how to locate the senior center in your area, you may consult the list that appears opposite this article or call ServiceLink at (866)-634-9412.

If you are a senior center provider, consider joining the NH Association for Senior Centers. The Association helps to support and strengthen the statewide network of senior centers by providing information, advocacy, and opportunities for professional development, networking, continuing education, and support/mentoring for new senior centers. The Association enables senior centers to speak with one voice, uniting their efforts on behalf of New Hampshire’s older citizens.

Membership dues for the Association are \$25 annually. For more information, contact Jim Thompson, President, at (603) 539-6851.

The following list of senior centers and telephone numbers was developed based on information currently available to the Bureau of Elderly and Adult Services (BEAS) and the NH Association of Senior Centers.

We apologize if your senior center and telephone number are not listed. If you would like to be included on a contact list with the BEAS and the Association of Senior Centers, please contact BEAS, 129 Pleasant St., Concord, New Hampshire 03301, Attn: Lia Baroody, or email [lbaroody@dhhs.state.nh.us](mailto:lbaroody@dhhs.state.nh.us)



# On The Move

CITIES/TOWNS	TELEPHONE #
Alton*	875-7102
Belmont*	267-9867
Berlin*	752-2545
Berlin (Holiday Center)	752-1413
Bradford*	938-2104
Bristol*	744-8395
Canaan (Mascoma Area)*	523-4333
Center Ossipee*	539-6851
Charlestown*	826-5987
Claremont*	543-5998
Colebrook (Colby Commons)*	237-4957
Concord (Centennial)	228-6630
Concord (Horseshoe Pond)*	228-6956
Danbury*	768-3424
Derry (Marion-Gerrish)	434-5148
Dover	742-6916
Exeter	778-8196
Franklin (T.R.I.P.)*	934-4151
Hanover	643-5531
Henniker (White Birch)	428-7860
Hudson	594-1155
Keene*	352-5037
Laconia*	524-7689
Lebanon (Upper Valley)*	448-4213
Lincoln (Linwood)*	745-4705
Littleton*	444-6050
Manchester (East Side)*	624-6535
Manchester (Prime Time)	663-6333
Manchester (West Side)*	624-6536
Meredith*	279-5631
Merrimack (John O’Leary)*	424-2100
Moultonboro*	476-5110
Nashua (Senior Activity)*	889-6155
New London (Kearsarge Council)	526-6862
Newport	863-5139
Newmarket	659-3150
North Conway (Gibson)*	356-3231
North Haverhill (Horsemeadow)*	787-2539
Orford*	353-9107
Pelham*	635-3800
Penacook	753-9700
Pittsfield*	435-8482
Plaistow (Vic Geary)	382-5995
Plymouth*	536-1204
Portsmouth*	431-8677
Raymond (Ray-Fre)	895-3258
Rochester	332-7845
Salem*	890-2190
Suncook	485-4254
Whitefield*	837-2424
Windham	434-2411

\*Senior centers marked with an asterisk are members of the NH Association of Senior Centers.

Senior Center photos, from the top: A strength training class (Gibson Center for Senior Services, No. Conway); computer class (Salem Senior Center); line dancing (Salem Senior Center; and a picnic at White Lake State Park (sponsored by the Gibson Center).

# Dear HICEAS

**Q:** Can you tell me about the \$600 that Medicare is offering in order to help pay for prescriptions? I’m so confused. Signed Helen D.

**A:** Dear Mrs. D: There are two ways that Medicare can help with prescription costs: First, Medicare is offering a drug discount card for people who usually have to pay full retail price for their prescriptions. The savings could total anywhere between 10% and 25%, depending on the drug and the discount card a person chooses.

Secondly, depending on income levels, Medicare is offering a discount card and an extra \$600 in credit toward prescription costs to people whose incomes are within certain limits.

You may be able to get up to \$600 in 2004 and \$600 more in 2005 to pay for your prescriptions, if:

- ◆ you have Medicare Part A and/or Part B, and
- ◆ your monthly income is not more than \$1047 if you are single and \$1404 if you are married.

Income includes money that you receive through retirement benefits from Social Security, Railroad Retirement, the Federal government, or other sources; benefits you receive for a disability or as a veteran; and any other sources you would report for tax purposes.

You **cannot** get the \$600 credit from Medicare to help with your prescriptions if you already have prescription drug coverage from:

- ◆ Medicaid
- ◆ TRICARE for Life
- ◆ The Federal Employees Health Benefit Program
- ◆ An employer group health plan or other health insurance coverage (other than a Medicare supplement) that has a full prescription benefit.

No other resources or assets are counted when applying for the \$600.

To apply for the \$600, call HICEAS at 1-800-852-3388 or ServiceLink at 1-866-634-9412 and learn how to choose the right card for you.

You can also contact Medicare at their toll free number (1-800-633-4227) or visit Medicare’s web site: [www.medicare.gov](http://www.medicare.gov).

This information is brought to you by HICEAS, New Hampshire’s state health insurance assistance service, under a grant from the Centers for Medicare & Medicaid Services.

# From AARP NH

For many Americans – perhaps for most – the 2004 election will be nothing less than a referendum on their economic security in retirement. The decisions made over the next four years by whoever is president – and by those serving in Congress – will have a major impact on the future retirement security of all Americans for generations to come. Do you often wonder:

Will the cost of prescription drugs stay in reach of my budget?

Will a strong guaranteed Social Security benefit be there when I retire?

Will I be able to get the health care my family needs, at a price we can afford?

Will there be long-term care options that help me and my loved ones stay in our homes and communities as long as possible?

It’s our collective responsibility to get the facts behind where the presidential candidates stand on these issues and other issues important to older Americans.

AARP asked President George Bush and Senator John Kerry to explain their positions on prescription drug costs, Social Security, health care affordability, and quality long-term care. The positions of the candidates and AARP are included in AARP’s Presidential Voter Guide and posted online at <http://www.aarp.org/legislative/elections>

Check out AARP’s Presidential Voters Guide and find out where the candidates stand on issues that unite us as Americans. Be an informed voter. Because we all know informed voters make educated decisions on Election Day.

Get the facts, use your power, and vote!



## The Law and You

*This question and answer is provided courtesy of Judith Jones, Directing Attorney at the Senior Citizens Law Project, New Hampshire Legal Assistance.*

**Q:** My daughter wants me to fill out a paper called a Durable Power of Attorney for Health Care. She told me that this would allow her to make health care decisions for me if am no longer able to make them myself. How does the durable power of health care work? If I sign the form, what are my rights?

**A:** A durable power of attorney for health care, commonly called DPOAH, allows individuals to name another person to make health care decisions for them if they become incapacitated. The individual delegating his or her power is called the principal and the person taking on the responsibility to make the decisions on behalf of the principal is called the agent. In your case, if you decide that you want to have your daughter as your power of attorney for health care, you will be the principal and your daughter will be the agent.

The agent has the power to make health care decisions for the principal only under certain limited conditions. First, the doctor for the principal must determine that the principal lacks capacity to make health care decisions. New Hampshire law defines the capacity to make health care decisions as, “the ability to understand and appreciate the nature and consequences of a health care decision, including the significant benefits and harms of and reasonable alternatives to any proposed health care.”

Second, the doctor must document the lack of capacity in the principal’s medical record. If a principal’s doctor has not made this determination or has not documented it in the medical record, then the agent does not have authority to make health care decisions.

After the physician takes these two steps, he or she is still required to make reasonable efforts to inform the principal about his or her medical treatment. Additionally, the agent is required to make health care decisions that match the principal’s wishes.

You should also know that no treatment can be given to or withheld from the principal if the principal objects. This is true even if the doctor has already determined and documented that the principal lacks the capacity to make health care decisions. The power of the agent also terminates if the principal regains capacity to make medical decisions or if the principal revokes the health care power of attorney. Revocation of a DPOAH occurs if the principal notifies the agent or health provider, including a residential care provider, in writing, orally or by actions that show the intent to revoke.

An Advanced Care Planning Guide that discusses the DPOAH and the Living Will is available in English, Spanish or French by sending a dollar to: Foundation for Healthy Communities, ACP Guide Request 125 Airport Road, Concord, NH 03301

Information is also available on the web at, [www.healthynh.com](http://www.healthynh.com), by clicking on advanced directives.

New Hampshire Legal Assistance operates the Senior Legal Advice Line, which is free and available to any NH resident who is age 60 or older. You can access the Advice Line from 9am-noon on Monday, Tuesday, Thursday and Friday, and from 1-4pm on Wednesday. Toll-free number: **1-888-353-9944** or in Manchester only, **603-624-6000**; TTY: **1-800-634-8989**.

## October is National Breast Cancer Awareness Month

### Early detection of cancer saves lives

By Kelly Giard

Pink ribbons are everywhere in October. You can find them in magazines, in storefronts, on merchandise, and on people’s clothing. You see them, but do you know what they signify? Do you know what the message is behind all the hype?

The message is, “Early detection of breast cancer saves lives”. Who could have thought that a pink ribbon could share such an important message?

The message of early detection is important for all women, because all women are at risk for developing breast cancer. And unfortunately, you are more at risk the older you become.

According to the American Cancer Society, breast cancer ranks second among cancer deaths in women, second to lung cancer. In New Hampshire, an estimated 920 women will be diagnosed with breast cancer this year, and an estimated 170 women will die from the disease.



Unfortunately, not all women can afford to be screened for breast cancer; despite the early detection messages they hear and read about encouraging them to have regular mammograms or breast exams. Some women may not have health insurance, while others may have a high insurance deductible and cannot afford to pay for a screening.

In New Hampshire, there is a program that can help some women have regular screenings. The *Let No Woman Be Overlooked* Breast and Cervical Cancer Program is available to help eligible women receive breast exams, mammograms, and Pap tests (to screen for cervical cancer). To be eligible, women must be between the ages of 18 and 64, have no health insurance, or have a high deductible, and have a low to moderate income.

“It is important for women to realize that the best way to detect breast

*continued on page 6*

## With A Little Help Time Off for Caregiving

By Dennis R. Hett

When you need extended time off from work to care for a loved one, will your job be waiting for you when you are ready to return to work?

Will your employer keep your job open for you?

If you need to take time off from your work to care for a loved one, you need to know about the Family and Medical Leave Act (FMLA) of 1993.

FMLA says that you may receive up to *twelve weeks per year of unpaid leave* to care for a spouse, child, or parent who has a serious health condition.

(The law also applies to maternity leave, adoption and personal medical leave, but we’ll just talk about caring for an older relative.)

The law works like this:

**Your employer’s size matters.** The company must hold your job open, if it employed at least fifty people for twenty or more weeks during the current or previous year.

**Your employer’s business matters.** Employers “engaged in commerce” or in “any industry or activity affecting commerce” are also covered. To find out if your company is covered, contact your human resources representative, or call the U. S. Department of Labor toll free at **1-866-487-9243**.

Public agencies, regardless of the number of people they employ, are covered by the law. So are schools, public and private, elementary and secondary.

**Your length of employment matters.** You must have worked for the employer at least 1,250 hours in the twelve months before the leave begins, about three-quarter time.

**Paid time off counts.** Family and medical leave goes beyond vacation

and personal days off. If your employer paid for vacation and sick leave, and/or provided other benefits, such as workers’ compensation, group health plan benefits, etc., this also counts as paid time.

You will find more information (and a form to use to apply for leave) on the official website of the U. S. Department of Labor: [www.dol.gov/esa/whd/fmla/](http://www.dol.gov/esa/whd/fmla/)

### Work With Your Employer

Once you know the basics of the Family and Medical Leave Act, it’s time to approach your employer.

Read the section of your Employee Handbook that deals with family and medical leave.

Be prepared to document your need. Bring a medical report describing the type and amount of care your loved one needs.

Your employer will need time to arrange for a co-worker or a temporary employee to do your job while you are on leave. Let your employer or human resource representative know about your needs as early as you can. If asked, make yourself available to orient the person who will fill in for you.

Do you need extended time off from work to care for a loved one? Look into the Family and Medical Leave Act.

*Dennis Hett served a total of 25 years as CEO of three organizations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey and the northern New England states. Dennis is co-chair of the Manchester Regional Area Committee on Aging and a member of the Long Term Supports Committee of the State Committee on Aging.*

### ServiceLink *continued from page 3*

referred to the valuable help provided to callers by Grafton County ServiceLink, and said: “These calls are not all made in crisis. The point is that many of them are made before there is a crisis. My understanding of the utility of ServiceLink is that the earlier that people can get information and begin to address health and welfare situations, the more cost effective it is. The savings from one or two persons who receive early help and do not have to be placed in nursing homes would cover the annual Grafton County budget of ServiceLink.”

To connect with the ServiceLink office in your area, call (toll-free) **1-866-634-9412**, or visit the web site at [www.servicelink.org](http://www.servicelink.org) A list of ServiceLink addresses and telephone numbers also appears on page 7 of *Aging Issues*.

## Next Step: Aging and Disability Resource Centers

Rep. Tom Gillick (R-Rockingham County), and Chair of the Rockingham County ServiceLink Advisory Board, commented that ServiceLink is continuing to explore every avenue that will result in a better informed and prepared group of constituents. “As our client base continues to grow, ServiceLink is positioning itself to adapt to and meet the growing challenges.”

One way of meeting these challenges is through the development of ServiceLink Resource Centers. (referred to in the previous edition of *Aging Issues* as Aging and Disability Resource Centers). In October 2003, New Hampshire received a federal grant to develop these centers, which are intended to provide a single entry point for people seeking information and help in connecting with long term care and other supportive services.

The ServiceLink Resource Centers will not duplicate the services provided by ServiceLink or by the NH Department of Health and Human Services District Offices, but will rather build upon and integrate the services currently being provided.

*continued on page 7*



**Commission** *continued from page 1*

ment and other agencies to coordinate their efforts and to use the best practices possible when investigating cases of financial exploitation.

- ◆ Provision of extended training for police officers, which would give them critical information needed for investigating and prosecuting financial exploitation cases
- ◆ Development of groups in local areas that would bring together senior organizations, local law enforcement and/or professionals of varied backgrounds. These groups would work together to help educate the public and, as necessary, develop resources in their areas to help victims of financial exploitation.

The Commission may also recommend legislation to further protect victims of financial exploitation.

## For Women Veterans

The Department of Veterans Affairs web site at [www.va.gov](http://www.va.gov) includes a link providing information on benefits and services designed to meet the unique needs of our nation's 1.4 million women veterans. Each VA medical center and regional office also has a women veterans coordinator who is available to provide information on benefits and services. The following are a few excerpts from "25 Most Frequently Asked Questions and Responses," a publication that appears on the web site:

**Q: What services are available to women veterans?**

**R:** A full continuum of comprehensive medical services including health promotion and disease prevention, primary care, women's gender-specific health care; e.g., hormone replacement therapy, breast and gynecological care, maternity and limited infertility (excluding In-vitro fertilization), acute medical/surgical, telephone triage, emergency and substance abuse treatment, mental health, domiciliary, rehabilitation and long term care. VA researchers at many VA facilities also conduct medical research on women's health.

**Q: How do I access the system for health and benefits services?**

**R:** Veterans can apply for VA health care enrollment by completing VA Form 10-10EZ. The 10-10EZ may be obtained by visiting, calling or writing any VA health care facility or veterans' benefits office. You can also call the VA Health Benefits Call Center toll-free at **1-877-222 VETS (1-877-222-8387)**, determine your eligibility or access the form from the Health Administration Eligibility Reform website: [www.va.gov/elig](http://www.va.gov/elig).

**Q: How do I locate my mother's military records from World War II?**

**R:** To obtain copies of your mother's record - write to the National Personnel Records Center, Military Personnel Records, 9700 Page Avenue, St. Louis, MO 63132-5100, fax a request to **(314) 538-4175**, or access their website: [center@stlouis.nara.gov](mailto:center@stlouis.nara.gov)

## Rental Assistance

*continued from page 2*

were mandated by HUD and are currently awaiting decisions on those appeals. In addition, many of the changes originally proposed by HUD for 2005 have been tabled at present. However, the future of the Section 8 Housing Choice Voucher Program remains uncertain.

A Veterans Administration-HUD bill has been proposed which comes close to full funding for the Section 8 housing program. However, it also mandates funding cuts in many other housing programs that serve low-income individuals including funding for elderly housing programs.

Advocacy groups in New Hampshire continue to work to restore full funding of the Section 8 housing program and other housing programs that assist persons with low incomes. They are also working on ways to help the thousands of individuals who are on waiting lists for Section 8 housing vouchers.

"The outpouring of public concern for housing funding reflects how critical this assistance is in New Hampshire," said Martha Yager, of the New

Hampshire Chapter of the American Friends Service Committee, who also coordinates the NH Housing Forum. "Part of the need for Section 8 vouchers is due to the lack of new construction of affordable housing. It makes no sense to cut those programs if the long term goal is to reduce Section 8 expenses. Continued advocacy, including advocacy by seniors who don't want HUD to pit their needs against the needs of their children and grandchildren, is really important."

Persons who have applied for or who are currently receiving assistance through the Section 8 Housing Choice Voucher Program, and who have questions about the proposed cuts in the program, should contact their local housing authority for information.

Other readers of this article who are concerned about this issue are encouraged to contact the New Hampshire Congressional Delegation and/or Alphonso Jackson, Secretary of HUD, at 451 7<sup>th</sup> St. SW, Washington, DC 20410.

*Tracey Tarr is the Supervisor in Policy and Program Development at BEAS.*

## Fall Learning Opportunities

If you enjoy learning and making new friends besides, you may want to check out one of the following programs:

**The Cheshire Academy for Lifelong Learning (CALL)**, a learning program for seniors located at Keene State College, began accepting registrations for the Fall 2004 program on August 16. The program is scheduled to begin October 1, running eight consecutive Fridays.

Course titles include "The Milky Way - a Galaxy Survey," "First Mom's - a study of President's Mothers," "Political Economy of the 2004 Election," "Readings from India," "Dots and Pixels - creating a digital image picturebook," and "Art 101 - basic water color painting." Participants can select up to five courses for a cost of \$45.00.

For more information or to receive a mailing, contact the Keene State Continuing Education Office at **603-358-2290**.

**RISE (Rivier Institute of Senior Education)** is an affiliate of the Elderhostel Network and is located on the Rivier College campus in Nashua. At RISE, nearly 300 area seniors take classes taught by experienced retirees, professors and hobbyists. A wide variety of topics are offered, such as ballet, strength training, literature, chemistry, local government, writing, opera and films, and several computer courses, including Computer For Klutzes, Word Processing, Fun Facts and Fiction on the Internet, and Popular Digital Photography.

Classes are offered in five or ten week sessions, with the first session scheduled to begin September 13 and the second session set for October 18. There are no admission requirements, exams or grades for these non-credit classes for those over 55 years of age.

For more information, call Dr. Rose Arthur at **(603) 897-8623**, e-mail [rarthur@rivier.edu](mailto:rarthur@rivier.edu) or visit the web site at [www.rivier.edu/departments/rise](http://www.rivier.edu/departments/rise).

## Breast Cancer

*continued from page 5*

cancer early is to have screenings, such as a mammogram, on a regular basis," says Margaret Murphy, administrator for the NH Department of Health & Human Services, Cancer Prevention and Control Section. "Women age 40 and over are encouraged to have a mammogram every year, or as recommended by their health care provider," continues Murphy.

*Let No Woman Be Overlooked* can be found at over 30 sites across the state. Most sites are located within hospitals, primary care centers, and doctor's offices.

"The main goal of the program is to screen women on a regular basis

because that is the most effective way to detect cancer early," says Murphy.

Call **1-800-852-3345 ext. 4931** for more information or visit [www.dhhs-nh.gov/dhhs/bccp](http://www.dhhs-nh.gov/dhhs/bccp). The *Let No Woman Be Overlooked* Breast & Cervical Cancer Program is administered through the NH Department of Health and Human Services, Division of Public Health Services.

### 2004 Income Guidelines

Family Size	Yearly Income
1	\$ 23,375
2	\$ 31,225

*Kelly Giard is the Health Promotion Advisor for the NH Department of Health & Human Services, Breast & Cervical Cancer Program.*

## Aging and Alcohol: A New Web Site

*By Dr. L. Rene Bergeron*

I'd like to share with you some exciting news about a new resource for consumers, caregivers, and professionals. A new web site launched earlier this summer provides information on the prevention and treatment of alcohol and drug misuse among seniors.

This site, which can be accessed at [www.eldersubstancemisuse.org](http://www.eldersubstancemisuse.org) was developed by the Task Force on Elder Substance Abuse Awareness and Prevention. Founded in 1988, the Task Force includes service providers from New Hampshire's Seacoast area and focuses on public education and information sharing. The Task Force is sponsored by the Community Council of Senior Citizens in Portsmouth.

Funding for the new web site was provided with a grant from the NH Division of Alcohol and Drug Abuse Prevention and Recovery and support from the NH Coalition on Substance Abuse, Mental Health and Aging.

The misuse of alcohol or the mismanagement of medications among persons age 60 and older is one of the fastest growing problems nationwide. According to statistics released by the Substance Abuse and Mental Health Administration in 2002, more than 2.5 million Americans aged 65 and older are affected.

Although not everyone who drinks regularly has a drinking problem, the National Institute on Alcohol Abuse and Alcoholism (NIAAA) recommends that people consider getting help if they hurt themselves or someone else while drinking, have medical, social or financial problems caused by drinking, if they drink to calm their nerves or reduce depression, if they often drink alone, use alcohol to manage physical pain, need more alcohol to get high or feel irritable, resentful or unreasonable when they are not drinking.

Regarding drug misuse, for older adults, this generally means that they do not use medicines (either prescription or over-the-counter drugs) safely. According to the National Institute on Aging, some examples of unsafe medication use can include not taking medication as prescribed, mixing alcohol with medicines or taking excessive amounts of over the counter drugs.

Some people begin drinking heavily early in life; others begin drinking later on as a response to loneliness, bereavement, ill health or other issues.

*continued on Page 7*

**SAVE THE DATE!**  
**2005 Conference on Aging**  
**MAY 26, 2005**  
Center of New Hampshire  
Manchester, NH



# Fall Calendar

## State Committee on Aging Meetings

For information, call Peggy Knight at DEAS (1-800-351-1888, Ext. 0549).

## Area Committees on Aging

Meeting schedules and locations are subject to change. Some committees may not meet during the summer months. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

**Belknap** – Third Tuesday of each month at 1pm, at varying locations

**Carroll** – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

**Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)** – Third Wednesday of each month at 9am, at varying locations

**Coos** – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations. Next meeting is April 13.

**Grafton** – Meets quarterly at the Plymouth Regional Senior Center. A meeting will be held in September. Call the Chairperson (see page 8 of *Aging Issues*) for information on the day and time.

**Greater Manchester** – Third Thursday of each month, at 1:30 pm, at varying locations.

**Greater Nashua** – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center on Temple St. in Nashua.

**Merrimack** – Third Tuesday of each month, at 10:30 am, at varying locations.

# The New Hampshire ServiceLink Network

1-866-634-9412  
www.servicelink.org

**Belknap County ServiceLink**

780 No. Main Street  
Laconia, NH, 03246  
**Local Line: 528-6945**  
Lisa Morris, Director

**Carroll County ServiceLink**

448 White Mountain Highway  
P.O. Box 420  
Chocorua, NH 03817  
**Local Line: 323-9394**  
Susan Deyoe, Director

**Coos County ServiceLink**

Berlin Senior Center  
610 Sullivan St., Suite 6  
Berlin, NH 03570  
**Local Line: 752-6407**  
T.B.D., Director  
Karen Ross, Coordinator

**Grafton County ServiceLink**

Center for Elder Services  
10 Campbell St., P.O. Box 433  
Lebanon, NH 03766  
**Local Line: 448-1835**  
Co-Directors: Dana Michalovic,  
Karen Whitaker

Littleton Area Senior Center  
38 Cottage St., PO Box 98  
Littleton, NH 03561  
**Local Line: 444-4498**  
Contact Person: Faith Lafayette

**Hillsborough County ServiceLink**

Manchester  
555 Auburn Street  
Manchester, NH 03103  
**Local Line: 644-2240**  
T.B.D., Director  
Nancy Sevigny, Coordinator

Nashua  
Community Council of Nashua  
7 Prospect Street  
Nashua, NH 03060-3990  
**Local Line: 598-4709**  
Ruth Morgan, Coordinator

**Merrimack County ServiceLink**

2 Industrial Park Drive  
PO Box 1016  
Concord, NH 03302  
**Local Line: 228-6625**  
Beth Benson, Director

**Monadnock ServiceLink**

20 Norway Avenue  
Keene, NH 03431  
**Local Line: 357-1922**  
Melinda Feola-Mahar, Director

**Rockingham County ServiceLink**

Seacoast  
30 Maplewood Avenue  
Suite 210  
Portsmouth, NH 03801  
**Local Line: 334-6594**  
Julie Stone, Seacoast Director

Derry  
The Nutfield Building  
Suite 104  
44 Birch Street  
Derry, NH 03038  
**Local Line: 432-1499**  
Connie Young, Derry Director

**Strafford County ServiceLink**

1 Wakefield Street  
Suite 306  
Rochester, NH 03867  
**Local Line: 332-7398**  
Becky May, Director

**Sullivan County ServiceLink**

96 Main Street  
PO Box 1338  
Claremont, NH 03743  
**Local Line: 542-5177**  
Gail Merrill, Director

**Rockingham** – Second Tuesday of each month, at 10am, at varying locations.

**Strafford** – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester.

**Sullivan (Sullivan/Kearsage Senior Advocates, covering Sullivan County and northwestern Merrimack County)** – Second Tuesday of each month, at 9:30 am, at varying locations.

**North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** – Fourth Friday of each month, at 9:30 am, at varying locations. See separate announcement about the annual meeting in this edition of *Aging Issues*.

## Elder Forums

A series of workshops for direct care providers will be offered at Springfield College, School of Human Services, 500 Commercial St., Manchester, NH. Co-sponsored by ServiceLink of Hillsborough County. Topics: “Changing Traditions In Long-Term Care (September 25), “Aging and Mental Health” (October 30), “Elder Abuse” (January 29), and “Aging Well: A Journey (February 25). All workshops will be held on Saturday mornings from 8:30-noon. Cost is \$15 per session or \$50 for all four sessions. Certificates of completion awarded upon request. For more information, call Bernyce Barnes at (800)727-0504.

## Alzheimer’s Memory Walks

You are invited to join one of the Memory Walks being held statewide this fall by the Alzheimer’s Association of Vermont and New Hampshire. Proceeds from the walks will benefit the Association, which offers information and supportive services to persons with Alzheimer’s Disease and their families. The Memory Walks will be held at the following locations:

**September 25** – Berlin, Hanover/Lebanon, Keene, Littleton, Manchester, Nashua, New London, North Conway and Tilton

**October 2** – Hampton, Wolfeboro, Windham

**October 16** – Concord, Laconia

For more information on walk times and other details, call 1-800-536-8864 or check out the web site at [www.vtnhmemorywalk2004.kinters.org](http://www.vtnhmemorywalk2004.kinters.org) to donate or create a virtual team.

## Next Step *continued from page 5*

In addition to the services presently provided by ServiceLink, the new centers will provide a screening process for Medicaid, Home and Community-Based Care for the Elderly and Chronically Ill (HCBC-ECI) and other programs available through the NH Department of Health and Human Services. People looking for long term care options can also obtain information and counseling to support their decision-making.

The ServiceLink Resource Centers will be located throughout the state, and are being developed over a period of three years. The grant is being administered by the NH Institute of Health Policy and Practice, in cooperation with the Bureau of Elderly and Adult Services.

The first two centers, which will be located at Belknap and Strafford County ServiceLink offices, are scheduled to open this fall. Information will be made available to senior groups, and to health and social service organizations in Belknap and Strafford Counties. *(Please note that the two public forums originally scheduled in those two counties for September 14 and 15 will not be held).*

Updates about the ServiceLink Resource Centers can also be obtained by accessing the web site of the UNH Institute for Health Policy and Practice at [www.nhhealthpolicyinstitute.unh.edu](http://www.nhhealthpolicyinstitute.unh.edu)

## A New Web Site *continued from page 6*

Possible consequences of alcohol or drug misuse include increased risk of falls, accidents, loss of driver’s license, deteriorating relationships with family and friends, and increased risk of heart disease, liver disease, diabetes, and other conditions. Memory loss and the onset of dementia may also occur. Many of these consequences may also lead to nursing home placement.

However, there is hope. Researchers have learned that because of their life experiences, cognitive growth, and spiritual potential, older substance misusers have the best recovery rate of any other age group.

It is important that physicians and other health care providers take the time to ask older people about their alcohol consumption and to explain the dangers and interactive effects of alcohol with medications. And when older people and their loved ones learn more about these issues, they are better able to understand their options and take control of their own health.

For more information, we invite you to visit the new web site at [www.eldersubstancemisuse.org](http://www.eldersubstancemisuse.org) We also welcome your comments and suggestions.

*Dr. L. René Bergeron is an Associate Professor of Social Work at the University of New Hampshire and chairs the Task Force on Elder Substance Abuse Awareness and Prevention. For more information on task force meetings and activities, you can visit the web site described in this article, contact the Community Council of Senior Citizens at (603)-431-1980 or email Dr. Bergeron at [lb@cisunix.edu](mailto:lb@cisunix.edu)*





# Guide to Services

## Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

<b>Bureau Chief:</b>	Jo Moncher
<b>Central Office:</b>	129 Pleasant Street, Brown Building Concord, New Hampshire 03301-3857
<b>Toll Free Phone:</b>	800-351-1888
<b>TDDY:</b>	800-735-2964
<b>DHHS Internet:</b>	www.dhhs.state.nh.us
<b>District Offices:</b>	For telephone numbers, see “Important New Hampshire Phone Numbers” below.

- Information on BEAS Services and Programs:**  
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.
- NH ServiceLink Network:** 866-634-9412
- Adult Protection:** To report suspected abuse, neglect, exploitation or self-neglect regarding an elderly or incapacitated adult, call the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888, Ext. 4384**.
- Alzheimer’s Program (Information, Respite Care):**  
Call 800-351-1888 ext. 4687.
- Senior Prescription Drug Discount Program (For persons age 65 and older):** Call 888-580-8902.
- Long-Term Care Ombudsman:** Call 800-442-5640.

## Important New Hampshire Phone Numbers

BEAS District Offices			
<b>Berlin</b>	<b>800-972-6111</b> 603-752-7800	<b>Littleton</b>	<b>800-552-8959</b> 603-444-6786
<b>Claremont</b>	<b>800-982-1001</b> 603-542-9544	<b>Manchester</b>	<b>800-852-7493</b> 603-668-2330
<b>Concord</b>	<b>800-322-9191</b> 603-271-3610	<b>Nashua</b>	<b>800-852-0632</b> 603-883-7726
<b>Conway</b>	<b>800-552-4628</b> 603-447-3841	<b>Portsmouth</b>	<b>800-821-0326</b> 603-433-8318
<b>Keene</b>	<b>800-624-9700</b> 603-357-3510	<b>Rochester</b>	<b>800-862-5300</b> 603-332-9120
<b>Laconia</b>	<b>800-322-2121</b> 603-524-4485	<b>Salem</b>	<b>800-852-7492</b> 603-893-9763

## Area Committees on Aging

- BELKNAP COUNTY**  
Mary Frost  
101 Old Lake Shore Road  
Gilford 03249  
**524-2974**

**CARROLL COUNTY**  
Dorothy Solomon  
Box 993  
Albany 03878  
**447-1199**

**CHESHIRE COUNTY**  
Martha Bauman  
305 Roxbury St., Keene 03431  
**352-8725**

**COOS COUNTY**  
Suzanne Kearns, Co-Chair  
North Country Elderly Programs  
31 Pleasant St., Berlin 03570  
**752-3010**

Dona Larsen, Co-Chair  
NH Legal Assistance  
256 Main St., Berlin 03570  
**752-1100**

**GRAFTON COUNTY**  
Dana Michalovic, Co-Chair  
10 Campbell St.  
Lebanon 03766  
**448-1558**

Wes Gardner, Co-Chair  
113 New Hebron Rd.  
Plymouth 03264  
**536-1144**

**HILLSBOROUGH COUNTY**  
(Greater Manchester)  
Dennis Hett, Co-Chair  
345 Edward J Roy Drive  
Manchester 03102  
**626-3479**

Helen Zarnowski, Co-Chair  
14 Swan Ave., Bedford 03110  
**622-8405**
- HILLSBOROUGH COUNTY**  
(Greater Nashua)  
Kay Noel  
49 Lund St.  
Nashua 03060-4441  
**882-5502**

**MERRIMACK COUNTY**  
Jacqelyne Jennings, Co-Chair  
10 Ordway Ln., Bow 03304  
**224-1710**

John Hoar, Co-Chair  
82 Centre St., Concord 03301  
**228-8340**

**ROCKINGHAM COUNTY**  
Robert Forsing  
12 Green St., Raymond 03077  
**895-9451**

**STRAFFORD COUNTY**  
Becky May, Co-Chair  
Strafford Network-ServiceLink  
1 Wakefield St., Suite 212  
Rochester 03867  
**740-9594**

Darlene Smith  
The Wentworth Group  
795 Central Ave., Dover 03820  
**742-7406**

**SULLIVAN COUNTY**  
Theresa LaPointe, Co-Chair  
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- Consumer Protection for Public Utilities** ..... 800-852-3793
- Consumer Protection for Insurance** ..... 800-352-3416
- Eldercare Locator** ..... 800-677-1116
- Food Stamp Information** ..... 800-852-3345
- Foster Grandparent Program** ..... 800-536-1193
- Fuel Assistance Information** ..... 603-271-8317
- Governor’s Citizens Service** ..... 800-852-3456
- HICEAS** ..... 800-852-3388  
(*Health Insurance Counseling, Education Assistance*)
- Legal Services Advice Line** .... 888-353-9944 or TTY: 800-634-8989  
(for Manchester residents only) ..... 603-624-6000
- Living Will Information** ..... 603-225-0900
- Medicaid Information** ..... 800-852-3345
- Medicare Claims Information** ..... 800-447-1142  
**Part A:** 800-522-8323, **Part B:** 800-447-1142  
**Quality of Care:** 800-772-0151
- New Hampshire Help Line** ..... 800-852-3388
- NH ServiceLink Network** ..... 866-634-9412
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# Aging Issues

A publication for New Hampshire's older citizens

Volume 8 Issue 4

Winter 2005

## Hats Off To Caregivers!

### New Hampshire Celebrates National Caregiver Month

By Cathy Creapaux

For many people, November conjures up images of Thanksgiving, family gatherings and elaborate turkey dinners. However, November is also that special month when we take time to thank family caregivers both nationally and in our State.

There are an estimated 50 million people across our great nation who are caring for a chronically ill, disabled or aged family member, and more than 121,000 family caregivers in the State of New Hampshire alone. It is estimated that New Hampshire family caregivers provide 130 million hours of care each year, which translates into a dollar value of \$1.1 million.

Who are these family caregivers? What makes them so special? After all, they could be your next-door neighbors, the cashier at your local grocery store, a relative or any one of a number of people you see every day. One them might even be you.

Many of these individuals do not think of themselves as "family caregivers." From their viewpoint, they are just taking care of mom or dad, spouse or partner.

Family caregivers are America's invisible workforce. They provide immeasurable hours of unpaid care to keep their family member and loved one healthy and safe, and at home for as long as possible. Many are juggling multiple responsibilities. This includes the "sandwich generation" of individuals who are not only raising their own children, but also caring for aging parents.

The typical family caregiver is a 46-year old woman with a fulltime job, who also cares for an elderly parent. However, there are a growing number of men (an estimated 40%) who have also joined this invisible workforce. Within the last few decades, with more women holding down jobs and with grown children moving away from home and even relocating to other states, there are often

fewer family members nearby to help the one who is providing the bulk of the care.

Many family caregivers admit they have difficulty finding time for themselves, dealing with the stress and isolation. *continued on Page 5*



Linda Wozniak and her parents, Joseph and Josephine Grochmal, at their 60<sup>th</sup> wedding anniversary celebration on April 18, 2002.



Alberta Shepard, resident at Genesis Eldercare, Pleasant View Center in Concord, displays one of her African violets. Shepard, who loves flowers, won the Best of Show ribbon in the Flower Show at the 2004 Deerfield Fair for her plants, plus five First Place ribbons and one Second Place ribbon. She says she has never missed the Fair!

Pleasant View is a 180-bed skilled nursing and rehabilitation center located in Concord, offering both long term care programming and short-term therapeutic stays.

## 2005 Conference On Aging To Explore Challenges, Opportunities

Mark your calendars for the Fifth Annual New Hampshire Conference on Aging, scheduled for Thursday, May 26, 2005 at the Radisson Hotel, Center of New Hampshire, in Manchester. The conference theme will be "Challenging The Myths of Aging: Strategies For Living Well".

The mission of the New Hampshire Conference on Aging is to share information, challenges, and opportunities that enhance the experience of aging. The conference is designed to provide elders and caregivers with information on healthy aging, long term care options, supportive services and resources, volunteer opportunities and other key issues. The conference will also celebrate the many contributions that New Hampshire seniors have made to the state.

The conference will be an exciting and informative event. More than 500 seniors, caregivers, and providers are expected to attend. The conference will feature workshops and many exhibitors, and Marie Smith, National President of AARP will be the keynote speaker.

On July 21, 2004, Smith was in Concord NH to kick off a national voter education tour sponsored by AARP and attended by more than 300 persons. The tour provided information on voter registration and issues important to the 50+ population, such as retirement security, prescription drug costs, quality long term care and affordable health care.

According to an earlier press release from the national office of AARP, Smith has a wealth of leadership experience in Social Security and a strong commitment to women's, multi-ethnic and aging issues.

"Marie Smith's proven record of leadership and dedication makes her eminently qualified to address the conference theme and mission," said Dick Chevrefils, AARP New Hampshire State Director.

The NH Conference on Aging will be an official designee for the 2005 White House Conference on Aging. This event will take place the morning of the conference and will be called The White House Conference on Aging – New Hampshire Speaks. This will give people the opportunity to voice their ideas and concerns about important national policy issues affecting older persons. A summary of their recommendations will be sent to the White House Conference on Aging, which is scheduled for October 23-26 in Washington, DC.

Year 2000 census figures indicate that 147,970 persons living in New Hampshire (12% of the population) are age 65 or older. According to estimates provided by the NH Office of State Planning, these numbers will increase to 194,484 by 2010 and to 252,690 by 2015. This will be due in large part to the aging of the baby boomer generation.

Dick Chevrefils believes that given this demographic challenge, it is more important than ever to provide older persons with the information they need to plan for the future, and said that AARP is a strong supporter of the Conference on Aging.

In addition to AARP, other conference supporters include the Bureau of Elderly and Adult Services and the State Committee on Aging. There is also a planning committee composed of representatives from senior groups, state and community organizations.

"The Bureau of Elderly and Adult Services is thrilled to have so many community leaders helping to organize this year's conference," said Jo Moncher, Chief of the Bureau of Elderly and Adult Services, "This will definitely be an event that focuses on the real challenges and opportunities facing our seniors."

Stay tuned for more information in the next edition of *Aging Issues*.

### The 2005 Conference on Aging Planning Committee includes:

Susan Ashworth, Home Care Association of NH/HCS  
Wendi Aultman, Bureau of Elderly and Adult Services  
Lia Barody, Bureau of Elderly and Adult Services  
Beth Benson, Merrimack County ServiceLink  
Meghan Brady, (Conference Committee Co-Chair), NH Coalition on Aging Services  
Jamie Bulen, AARP  
Keliene Casey, Concord Regional Visiting Nurses Association

*continued on Page 2*

### Table of Contents

New SCOA Members Appointed .....	2	With a Little Help .....	4
BEAS Hosts Community Providers and Partners Meeting .....	2	The Law and You .....	4
AARP Update .....	2	There's No Place Like Home ....	4
Commissioner's Corner .....	3	Cancer Screenings .....	5
Flu Vaccine Shortage .....	3	Medicare and You .....	5
		Fuel Assistance .....	6
		Calendar .....	7



## New SCOA Members Appointed

The NH State Committee on Aging welcomes two new members, both appointed in October 2004: Judy Pilliod, representing Belknap County, and Owen Houghton, representing Cheshire County.

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues.

A graduate of the Laconia Hospital School of Nursing, Judy Pilliod's extensive nursing experience included 12 years of work with persons with disabilities. She has been active in many senior groups and community organizations in Belknap County and in the town of Belmont. She is also interested in environmental issues, and is a past member of the Belmont Conservation Commission.



Pilliod chaired the Belknap Area Committee on Aging, and is currently a member of the Steering Committee for Belknap County Service Link. She is also Co-Chair of the Senior Collaboration Committee, which coordinates the common concerns of New Hampshire's Area Committees on Aging.

Commenting on her appointment to SCOA, Pilliod said: "This is a time of change for residents of New Hampshire, and I feel that we should approach change with an open mind and a watchful eye. The State Committee on Aging is well placed to make a difference in the lives of senior citizens. I am honored to have this opportunity to work with the members of SCOA, the staff of Elderly and Adult Services, and our legislators."

In her spare time, Pilliod enjoys reading, gardening, and travel, and "We have a wonderful blended family, with all sorts of activities going on." She and her husband, James, a physician and a member of the NH House of Representatives from Belknap County, live in Belmont.

Owen Houghton is a retired higher education administrator with a doctorate in counseling psychology. For the last ten years, he has operated a private practice in aging wellness education and geriatric care management, with the goal of helping elders remain as independent as possible. "Advocating for comprehensive home and community-based care is of particular interest to me," he said.



Houghton has been involved in many activities related to higher education, community planning, human services, and faith-based groups. He is a member of the Monadnock Senior Advocates and the NH District Council Health Care Planning Advisory Committee, and writes a monthly column, "Wit and Wisdom" for the Sunday edition of *The Keene Sentinel*.

Houghton and his wife Norma, a childbirth educator for Monadnock Community Hospital, live in Jaffrey, in a house with a view of Mt. Monadnock, and enjoy spending time with their children and grandchildren. Houghton's interests include landscaping, biking, RV touring, skiing, and coaching the mens' golf team at Franklin Pierce College.

## AARP Update

### Karol Dermon Earns AARP's Community Partner of the Year Award

Ms. Karol Dermon, Medicare Coordinator with the New Hampshire Department of Health and Human Services' Bureau of Elderly and Adult Services, is the recipient of AARP New Hampshire's 2004 Community Partner of the Year award. Karol was honored at a celebratory luncheon held October 15 at The Wayfarer in Bedford.

Dermon was chosen for her leadership in bringing timely information on the newly-enacted Medicare Prescription Drug, Improvement and Modernization Act to residents across the Granite State. Signed into law December 2003, the Act makes major changes to Medicare. These changes include the Medicare-approved Drug Discount card with its additional \$1200 savings for income-eligible people, a new voluntary prescription drug benefit for 2006 and other changes that deal with improvements in coverage and changes in costs.

"When changes are introduced, people have a lot of questions and concerns," stated AARP New Hampshire State Director Dick Chevrefils. "Karol has done an outstanding job of turning complex information into easy-

to-understand concepts. She is incredibly committed to educating consumers on the Medicare changes and how they will affect them. And she's racked up many, many miles traveling New Hampshire, bringing vital information to many communities, from Portsmouth to Keene, Salem to Berlin."

Others honored by AARP New Hampshire include Ethel Nilsen (Goshen), Ginny Brady (Nashua), Virginia Blake Clark (Charlestown), Robert Fournier (Keene), Ollie Lafond (Bow), Barbara Parry (Milford), Frank Rawa (Salem), and Dobles Chevrolet-Buick (Manchester).

### Toll-Free Number Established To Report Flu Shot Price Gouging

AARP New Hampshire has established a toll-free number to enable members and other consumers to fight back against price gouging for flu shots. You can call **1-877-FLU-COST (877-358-2678)** from 7:00 am to midnight, EST, Monday through Friday.

AARP Board Member Byron Thames, M.D., said, "This year's flu shot supply has created an environment where access may be controlled through personal favor, and more often, through exorbitant pricing. There has already been evidence of price

## Conference on Aging

Cathy Creapaux, NH Family Caregiver Support Program, Bureau of Elderly and Adult Services

Jebb Curelop, NH Independent Case Managers Association

Joanne Dodge, Consumer Advocate  
Patti Drelick, NH Senior Center Association

Gloria Driggers, Public Service of NH  
Carrie Hughes, Riverbend Community Mental Health Services

Connie Jones, Primetime Center for Healthy Living

Arlene Kershaw (*Conference Committee Co-Chair*), Director of Elder Programs, Easter Seals of NH

*continued from page 1*

Joan Marcoux, Deaf and Hard of Hearing Specialist, Bureau of Elderly and Adult Services

Donna McQueen, NH Association of Residential Care Homes

Mary Miller, Immunization Program, Division of Public Health

Robert Montgomery, NH State Committee on Aging

John Poirier, NH Health Care Association

Susan Presby, NH State Committee on Aging

Connie Young, Rockingham County ServiceLink.

## BEAS Hosts Community Provider and Partners Meeting

The Bureau of Elderly and Adult Services (BEAS) hosted a Community Providers and Partners meeting on October 19. The meeting was attended by nearly 100 persons representing organizations that provide services to seniors and adults with chronic illnesses or disabilities.

"This was the first time these providers and partners have come together to hear information and share dialogue with staff at the NH Department of Health and Human Services about long-term care issues," said Jo Moncher, BEAS Bureau Chief.

"BEAS plans to hold these types of meetings two or three times a year. We need to have collaborative relationships with our providers and we look forward to having a healthy and positive dialogue with them."



*Jo Moncher, BEAS Bureau Chief, with Bill Hamilton, Associate State Director for Advocacy at NH AARP.*



*Jebb Curelop, of Life Coping Inc. (Nashua), with Arlene Kershaw, Director of Elder Programs, Easter Seals of NH (Manchester)*



*Susan Young, Executive Director, Home Care Association of NH, and Meghan Brady, Director, St. Joseph Community Services, Inc. (Nashua)*

gouging which is a concern to AARP members and puts their health at risk."

To help stop price gougers in their tracks, the line will provide a way to report any pricing irregularities that people are aware of, either through personal experience or through friends or neighbors.

Reports to **1-877-FLU-COST** will be examined to see if prices charged to consumers rise to the level of price gouging. Pricing experts agree that anything over \$30, excluding doctors visit fees, could be an overcharge. Reports to the toll-free line will be turned over to the proper authorities at the Department of Health and Human Services and to the Attorney General in the state where the charge was incurred.

### New Brochure Warns of Frauds

AARP has published a new brochure warning consumers of seven common frauds and scams, providing tips to consumers on how they can avoid becoming victims. The brochure is available free of charge to both AARP members and non-members. To order, call AARP toll-free at **1-888-687-2277**.

## Aging Issues

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COMMISSIONER'S CORNER



Over the last few months, there have been numerous rumors regarding the efforts of the Department of Health and Human Services to modernize the State's Medicaid program. I can tell you that many of these rumors are false or distort the nature of our plan. I would like to take this opportunity to clear up misconceptions and explain exactly how DHHS is looking at reforming New Hampshire's long-term care system.

First, everyone should understand the magnitude of the problems facing our State. There are major budget deficits that will be confronting the new Governor and the incoming legislature, and rising Medicaid expenditures are a significant contribution to the State's financial problems. Today, New Hampshire has a Medicaid system that is costly and, in many areas, inefficient. The cost for this program will grow from \$881 million this fiscal year to almost \$2 billion in ten years if we do not make any changes. This is an unsustainable burden which will likely result in significant cuts in eligibility and benefits to those in need.

It is from this reality that DHHS' plan, called GraniteCare, was born. The Department fully appreciates that these are essential services to many of our most frail seniors and we intend to continue to offer help to these individuals, but we hope to do so in new ways.

Long-term care under Medicaid has been dominated by one approach, nursing home placement. This is despite the fact that most seniors would much rather stay in their own homes and communities than go to a nursing home. In fact, a survey by AARP showed that 90% of seniors in New Hampshire would prefer to receive care in their own home or in an assisted living facility. Only 2% stated that they would like to get services in a nursing home.

Despite the dramatic unpopularity of nursing home care among seniors, that is exactly where our system continues to funnel them. Among those seniors currently on Medicaid receiving long-term care in New Hampshire, almost 5,000 are in nursing homes and fewer than 2,000 are allowed to utilize other care alternatives.

Now, there are a number of cases in which a nursing home is the most practical place to get services, and I have always complimented our County

and private nursing homes for their quality. Some seniors have such serious medical conditions that no other setting would offer the intensive level of care that is necessary. We will continue to offer access to nursing facilities for these fragile persons. No one is considering denying this important option.

However, those whose needs do not rise to this level should have the option of having care in their homes or other community-based environments. Not only is this consistent with what seniors have told us they want, but also is more cost-effective for the State.

One of the greatest misrepresentations some have suggested is that DHHS intends to force seniors currently in nursing homes out. Nothing could be further from the truth, though we would give some of those presently in nursing homes the option of returning to home or community settings. I think some who are able to go back into the community would welcome this option.

Our GraniteCare is designed to maintain the safety net to the citizens of New Hampshire, including our seniors, in a manner that is sustainable to the taxpayers. The plan emphasizes prevention, quality and choice. We want to keep our citizens healthy and give them the control over their care. This is the right thing to do.

One of the key components of our plan is the establishment of a single point of entry for long-term care. Instead of many different organizations providing assessment and testing, the Department would have a "one-stop shopping" location where seniors could determine if they are eligible for benefits, find out what options are available to them, and receive counseling to help walk them through our system. We want to give people the tools to empower them to make good decisions.

Our plan is not a final product and we want your input. To get a copy of GraniteCare, you have two options. For those with access to the Internet, you can go to the DHHS website at [www.dhhs.nh.gov](http://www.dhhs.nh.gov) for a copy. For those who are not on-line, you can request a copy by calling us toll free at 800-852-3345, extension 4344, or writing us at 129 Pleasant Street, Concord, NH 03301. Any comments can be mailed to this address as well, and a GraniteCare e-mail has been established at [MedicaidFeedback@dhhs.state.nh.us](mailto:MedicaidFeedback@dhhs.state.nh.us).

We look forward to hearing from you and answering any questions you may have regarding GraniteCare. We truly believe this plan will bring a brighter, healthier future to Medicaid in New Hampshire.

John A. Stephen  
Commissioner

Flu Vaccine Shortage

This flu season, New Hampshire and the country face a shortage of flu vaccine caused by manufacturing problems at one of the distributors that supplies half of vaccine to the U.S. Currently, vaccine supplies are limited statewide, but more is expected to arrive.

In response, the CDC developed revised guidelines on who should receive a flu vaccine this year based on those who are at greatest risk of complications from contracting influenza. The New Hampshire Department of Health and Human Services (DHHS) has further qualified these groups, and encourages residents who fit into any of these categories to be immunized against flu this year. The groups are:

- ◆ All children 6 to 23 months of age
- ◆ All adults 65 years of age or older – Priority should be given to those with one or more chronic medical conditions
- ◆ Children 6 months to 18 years of age on chronic aspirin therapy
- ◆ Persons aged 2 years to 64 years with underlying chronic medical conditions – Priority should be given to those with heart, lung, or kidney disease and those with weakened immune systems due to HIV/AIDS, long-term steroid treatment, or cancer treatment
- ◆ Residents of nursing homes and long-term care facilities
- ◆ All women who are pregnant during the flu season
- ◆ Health care workers involved in direct patient care – Priority should be given to health care workers

who provide direct patient care for highly immunocompromised patients, and

- ◆ Out-of-home caregivers and household contacts of children younger than 6 months of age – Priority should be given to those who live with and routinely care for children younger than 6 months of age.

Influenza is caused by a virus. While many people become ill every year in the United States, most people recover fully after a few days. Symptoms of the flu can include headache, fatigue, sore throat, body aches, sudden high fever, dry cough, runny or stuffy nose, nausea, vomiting, and diarrhea. If you get the flu, you should get plenty of rest, drink lots of liquids, and avoid using alcohol and tobacco.

There are important steps everyone should take to prevent getting the flu and other illnesses, such as colds, that circulate, especially in the winter. These common-sense steps to help avoid getting sick include:

- ◆ Wash hands frequently with soap and warm water, especially before eating or preparing food
- ◆ Cover your mouth and nose with a tissue when you cough or sneeze and then throw the tissue away; remember to wash your hands
- ◆ Wash your hands before touching your eyes, nose, or mouth
- ◆ Avoid close contact with people who are sick
- ◆ Eat a healthy diet, exercise, and get plenty of sleep

- ◆ If you do become ill, stay home from work, school, and errands until you are better.

If you have questions about the flu vaccine, you can contact the New Hampshire Department of Health and Human Services flu information line at **1-866-273-6453**. You can also visit the

DHHS website at [www.dhhs.nh.gov](http://www.dhhs.nh.gov) or the Centers for Disease Control and Prevention website at [www.cdc.gov/flu](http://www.cdc.gov/flu).

Individuals in high-risk categories should call the information line in their area to learn how they may schedule a flu vaccination.

The information lines are as follows:

Alice Peck Day Memorial Hospital	Lebanon	443-9580
Androscoggin Valley Hospital	Berlin	326-5999
Cheshire Medical Center	Keene	354-5405
Concord Hospital	Concord	230-1925
Cottage Hospital	Haverhill	no number given
Exeter Hospital	Exeter	580-7163
Franklin Regional Hospital	Franklin	no number given
Frisbie Memorial Hospital	Rochester	332-3100 x4122
Huggins Hospital	Wolfeboro	569-7621
Lakes Region General Hospital	Laconia	no number given
Littleton Hospital	Littleton	444-9502
Manchester Health Department	Manchester	628-6224
(The Manchester Health Department is handling the entire health service area, including Elliot Hospital and Catholic Medical Center catchment areas.)		
Mary Hitchcock/Dartmouth Hitchcock Medical Center	Lebanon	653-3731
Monadnock Community Hospital	Peterborough	925-1770
Nashua Health Department	Nashua	1-866-752-0535
(The Nashua Health Department is handling the entire health service area, including St. Joseph's Hospital and Southern Medical's catchment areas.)		
New London Hospital	New London	526-2911
Northeast Rehabilitation Center	Salem	421-2437
Parkland Medical Center	Derry	421-2437
Portsmouth Regional Hospital	Portsmouth	436-5110 x3580
Speare Memorial Hospital	Plymouth	238-6464
The Memorial Hospital	Conway	356-5461 ext.388
Upper Connecticut Valley Hospital	Colebrook	no number given
Valley Regional Hospital	Claremont	542-1859
Weeks Medical Center	Lancaster	788-5099
Wentworth-Douglass Hospital	Dover	740-3350

If additional numbers are added to this list, the Department will notify the public.



# With A Little Help Managing Holidays

By Dennis R. Hett

Brace yourselves, caregivers. The winter holidays are coming to town!

If you are a “sandwich generation” daughter or son caring for a seventy-something parent, those expectations can test your endurance, your finances and your health.

This six-week long marathon brings social activities, family obligations, and fantasies that everything will be “jolly and bright.”

Television, magazines and greeting cards portray family gatherings as perfect in every way- the tables set with china, silver and crystal...lights glowing in every window...children behaving like angels.

If you are the parent, memories of past holidays can bring feelings of sadness and loss. The time can be especially poignant if you have lost someone dear to you.

In the middle of all this, it's still possible to celebrate the holidays in an enjoyable way. *Focus on relationships. Plan ahead. Be kind to yourself.*

Focus on relationships. Take time to talk with each other. Ask questions that let the other person tell you what's really important to them. Ask questions like these:

*Which holiday traditions are most important to you?*

*Which holiday traditions do we have the time, money and energy to keep up?*

*Can we ask someone else to help us prepare the food...put up the decorations?*

Be sure to listen carefully to each other.

Plan ahead.

Keep decorations simple. Avoid blinding lights, especially if the person you care for is easily confused.

Shop early ... let someone else, such as volunteers for a local charity, wrap your gifts for you at the store or mall.

Schedule events early in the day. Keep gatherings short and small. Hosting a large get-together may be too much for you as caregiver and may overwhelm the person you are caring for.

Ask someone else to do the cooking. Better yet, turn the gathering into a “pot luck” celebration.

While together, let the loved one entertain you and visitors with stories of holidays past. Bring out cherished photo albums. Relive happy memories. When tears or sadness come, accept them. Memories shared honestly can draw you closer together.

Remember that sharing love is more important than having a lucid conversation.

Be kind to yourself. If you are the primary caregiver, be honest when siblings and other family members ask you to suggest gifts you'd like. Remind them that “help” is the best gift-an hour or two every week.

Join a support group where you can share your feelings with people who understand what it's like to be a caregiver.

Keep holiday blues at bay: Get some exercise. Begin by lifting a can of soup above your head three times. Repeat the exercise every day. Work your way up to ten repetitions.

At this stage of life, you have already experienced many holiday seasons. You and your family own many happy memories. Just sitting down together to share a few memories will be enough to make this season a joyous one.

*Dennis Hett is the Program Director at Hillsborough County ServiceLink (Manchester) and served a total of 25 years as CEO of three organizations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey and the northern New England states.*

## The Law and You

The following question and answer is provided courtesy of Attorney John Tobin, of the Senior Citizens Law Project, NH Legal Assistance.

**Q:** Can you tell me about property tax relief and where I can apply?

**A:** Homeowners in NH now pay two kinds of property taxes; local (town/city, county, and local education) and state (the state education property tax). This article briefly describes the forms of property tax relief available to homeowners, as well as the application and appeal process.

### LOCAL PROPERTY TAX RELIEF – AVAILABLE IN ALL NH TOWNS/CITIES

#### Elderly Tax Exemption

If your net annual income is not more than \$13,400 (or \$20,400 if married), and you own assets worth no more than \$35,000, excluding the value of your residence, you may be entitled to at least a \$5,000 reduction in the assessed value of the home. You must have lived in New Hampshire for five years and be 65 years of age before April 1 of the tax year. Since municipalities can provide a larger elderly exemption, you should ask the tax assessor/tax collector for your town's guidelines.

#### Tax Abatements

If a taxpayer thinks that the town/city's valuation of their property is too high, or if paying property taxes would cause a homeowner financial hardship, s/he may apply for a partial or complete abatement of taxes based on “good cause.” If you plan to seek a “valuation” abatement, you must file a property inventory by April 15 each year, if your town requires inventories.

#### Tax Deferrals for the Elderly and Disabled

Under this program, the town/city defers payment of the taxes and earns interest on the unpaid taxes at an annual rate of 5%. Although a tax deferral lien (similar to a mortgage) is placed on the property, the taxes must be paid only when the owner dies or sells the property. The tax deferral relief is a much better option than simply not paying taxes, which can result in the forced sale of the property. Although state law has mandated the tax deferral for several decades, some town officials are still not aware of this form of relief.

To qualify for the tax deferral, the property owner must:

- (1) Be at least 65, or eligible for Social Security or SSI disability benefits;
- (2) Have owned the home in which s/he currently lives for at least five years;
- (3) Have not accumulated deferrals totaling more than 85% of the property's equity value; and
- (4) Show that the taxes cause an undue hardship or could possibly cause the loss of the property. If there is a mortgage, the mortgage holder must consent. A homeowner who applies for a tax deferral should also apply for a tax abatement based on the good cause of financial hardship.

#### Tax Credit for Veterans and Their Spouses.

Most veterans, and their spouses, are entitled to a \$50 property tax credit, and those veterans and surviving spouses who disabled from service-connected injuries are eligible for a credit of up to \$700. Towns can adopt a veterans tax credit of up to \$500 and a service-connected disabled veterans credit of up to \$2000.

*continued on Page 6*

# There's No Place Like Home

By David Mullholland

Telly Turner has many good memories. She has always loved horses, thanks to all the time she lived at her grandfather's farm, and she enjoyed riding her own horse named Quiz. As a teenager, she worked as a cashier in her father's movie theater in South Dartmouth, MA. After her marriage, Turner and her husband raised seven children and she helped him run a coffee shop in Matapoisset, MA and later on, the 125 Restaurant in Lee, NH.

Since then, life has confronted Turner with some challenges. Her husband, Russell, died in 1992. She has severe arthritis throughout her body that prevents her from lifting, and she requires special shoes due to curvature of the spine. She wears a neck brace and due to limited mobility, needs assistance with personal care.



*Telly Turner in her home at Whispering Pines Apartments, Epping, NH*

For the last six years, Turner has been living at Whispering Pines Apartments in Epping, NH, and has been able to stay there with the combined help of family, neighbors, and services provided through the Home and Community Based Care for the Elderly and Chronically Ill Program (HCBC-ECI). “I can't do anything. I have no strength,” says the 83-year old Turner. “I couldn't stay here without the help I get.”

Turner's seven children are busy with their jobs and raising families but her daughter, a nurse, assists with medical appointments and responds to medical concerns. A son, Mark, lives nearby and visits his mother frequently to make sandwiches and check on her. “Help is only a phone call away,” he says.

Turner says that a neighbor also provides support by getting her mail, bringing meals, and coming over when called upon, to tie Turner's shoes and/or adjust her neck brace.

Turner is one of more than 2000 New Hampshire residents who receive services through the HCBC-ECI Program. The program provides services to Medicaid-eligible seniors and adults with chronic illnesses or disabilities who qualify for nurs-

ing home care, but want to stay in their own homes. They may choose to participate in the program if community-based services can be adequately provided, and if other eligibility requirements are met.

Turner's plan of care under the HCBC-ECI program covers a five-day per week homemaker from Area Home Care of Portsmouth, NH, and a home health aide from Wentworth Home Care (Dover) who assists Turner thrice weekly with personal care.

In addition, HCBC-ECI also covers the Meals on Wheels delivered to Turner by Rockingham County Nutrition (Brentwood) and a Lifeline provided by NE Emergency Response Systems (Dover). The Lifeline is equipped with a remote call button that Turner keeps pinned to her clothing. “With this, I know I got help right on my shoulder,” she says.

One day, Turner fell and used her Lifeline device to call for help, saying, “I fell and can't get up.” She can laugh about this now, for she remembers thinking, “oh my God, why did I say that? I sound like a commercial.”

Turner also admits, “Sometimes I say, I guess I'm ready for a nursing home. But my neighbor

*continued on Page 7*





On August 21, 2004, Rockingham County ServiceLink (Seacoast) participated in the 7<sup>th</sup> Annual Northern New England Military Retiree Activity Day at the Portsmouth Naval Shipyard. This event, which was attended by hundreds of military retirees and their spouses, was held to provide information on benefits and services available to military retirees from all branches of the Armed Forces and Uniformed Services, their spouses, widows and dependents. Information was available on health care, legal assistance, survivor benefits, the Veterans Administration, and many other resources.

Pictured here, from left to right: Doug Burnell, Retired, Navy Seabees; Julie Stone, Program Director, Rockingham County ServiceLink (Seacoast); and Edward Granger, Retired Enlisted Association, NE Seacoast Chapter.

## Caregivers *continued from page 1*

tion of providing care, and they often put the needs of the person they care for before themselves, ignoring their own health concerns.

Every day, family caregivers cope with a laundry list of complex issues. Often they struggle to find information and help. Besides learning a whole new vocabulary of medical terms, family caregivers are often dealing with the difficult behaviors of loved ones suffering from Alzheimer's Disease and other memory disorders. They contend with mobility issues, like helping the person they care for to walk or get in and out of a bed or chair. Many assist in multiple personal care tasks, such as bathing, dressing and helping someone on and off the toilet.

Some caregivers take on this role gradually. For adult children, this often starts with phoning their parents every week to check on them, then it's every day, and gradually, they take on more and more responsibility. This was the case with Linda Wozniak.

Linda's father was diagnosed with Alzheimer's Disease in 1992. At the time, her father and mother (Joseph and Josephine Grochmal) were both in their 80's. A few years later, her mom suffered a stroke and underwent rehabilitation. Since Linda is an only child, her parents relied heavily on her for help. Mom continued to be the primary caregiver for Dad after she recovered, but then she fell, seriously injuring her arm and shoulder. Linda rearranged her work schedule for several weeks in order to assist her Dad while her mother recuperated.

As time went on and her parents health continued to decline, Linda found herself spending more and more time at their house, which was about 15 miles away from where Linda and her husband lived in Rockingham County. She and her husband spent as much time as possible doing all they could for her parents, while holding down their own full-time jobs.

Linda had made a promise to her parents that she would take care of them and keep them at home as long

as possible. She was able to piece together a variety of supports, including meals on wheels, an adult day program, and a small army of nursing students, which she recruited from her workplace to help with the care of her parents. These arrangements worked, thanks to the generous help and support of her husband, children, relatives, friends and coworkers.

During the past year, her Dad's condition deteriorated to the point that they could no longer adequately care for him, and the family had to make the tough decision to place him in a nursing home. Sadly, he passed away not long afterward. Linda continues to take care of her Mom (now in her 90's).

Would Linda do the same thing all over again? "I wouldn't have wanted it any other way," she says emphatically. For Linda, caring for her parents equals quality time. She remembers fondly the overnight stays during stormy weekends. They'd bring out snacks, snuggle up in the living room, watch TV together and have a pajama party. As Linda likes to point out, "If you can find anything positive in a situation, that's what you focus on."

Another group of family caregivers are now being included among the ranks of caregivers nationwide: grandparents raising grandchildren. In New Hampshire alone, there are an estimated 4500 grandparents who have given up their "golden years" to raise their grandchildren when the biological parents can no longer handle this responsibility.

One such grandmother, Mary, has been raising her eight-year old granddaughter. In addition to dealing with her own health concerns, Mary is also coping with the physical, mental and emotional challenges of raising her granddaughter. Mary's relationship with her own daughter, the child's mother, is difficult at best.

Mary's granddaughter suffers from an anxiety disorder and is on medication. Mary does her best to make sure that her little one has a safe and stable

*continued on Page 6*

# Free Cancer Screenings for Eligible Women 65+

By Kelly Giard

The *Let No Woman Be Overlooked* Breast and Cervical Cancer Program administered by the NH Department of Health and Human Services (DHHS), Division of Public Health, is best known for offering breast and cervical cancer screenings free of charge to eligible women between the ages of 18 and 64. To be eligible, they must be without health insurance or have a high insurance deductible; and have a low to moderate income (a yearly income of \$23,275 for a family of one, and \$31,225 for a family of two).

But women ages 65 and older may also be eligible to receive services through the *Let No Woman Be Overlooked* Program if they are not enrolled in Medicare Part B and meet the income requirements described above.

Medicare Part B provides coverage for breast and cervical cancer screenings, but upcoming increases in Medicare out-of-pocket expenses will make it difficult for some women to afford this coverage.

"Medicare Part B enrollees will incur an increase of \$11.60 per month beginning in 2005," said Karol Dermon, Medicare Coordinator at the Bureau of Elderly and Adult Services. "This increase represents a substantial change and a potential hardship for women with limited incomes, who may choose

not to seek needed medical care, especially preventive care because they cannot afford to pay the cost of Medicare Part B premiums.

Margaret Murphy, Director of the *Let No Woman Be Overlooked* Program, emphasized that the program wants to reach out to women aged 65 or older who are in this situation.

"We want to make sure that these women are aware that they may be eligible for mammograms and Pap tests under the *Let No Woman Be Overlooked* Program. There are over thirty screening sites throughout the state and most are located within doctor's offices, primary care centers, and hospitals."

Women are encouraged to obtain more information about the program by calling **1-800-852-3345, ext. 4931** or visiting the website at **www.dhhs.nh.gov/dhhs/bccp**.

Kelly Giard is the Health Promotion Advisor for the *Let No Woman Be Overlooked* Program.

## Medicare Savings Programs

"Medicare Savings Programs" can help pay out of pocket expenses, i.e. premiums and deductibles for persons who have limited incomes and resources. For more information, contact Karol Dermon at **603-271-4925**, or **1-800-351-1888, ext. 4925**.

# Medicare and You

*This question and answer is provided courtesy of the Health Insurance Counseling, Education, and Assistance Program (HICEAS), your Medicare experts.*

## Dear HICEAS:

**Q: I've noticed that Medicare expenses keep going up every year. What is happening for 2005?**

**A: Yes. The new figures for 2005 have just been released by the Centers for Medicare & Medicaid Services (formerly called the Health Care Financing Administration).**

### Medicare Premiums

**Part A (Hospital Insurance):** Most people do not have to pay a monthly Part A premium because they or their spouses have 40 or more quarters of Medicare-covered employment.

The Part A Premium is \$206 for people having between 30-39 quarters.

The Premium is \$375 per month for people who are not otherwise eligible for premium-free hospital insurance and who have less than 30 quarters.

**Part B (Medical Insurance):** \$78.20 per month – up from \$66.60.

### Medicare Deductible and Coinsurance Amounts

**Part A** (pays for inpatient hospital, skilled nursing and some home health care): For each benefit period, Medicare pays for all covered services EXCEPT the Medicare Part A deductible – \$912 – and coinsurance amounts during the first 60 days.

After that, the patient pays:

- ◆ \$228 per day for hospital days 61-90.
- ◆ \$456 per day for hospital days 91-150 (called Lifetime Reserve Days).
- ◆ All costs after 150 hospital days.

For skilled nursing facility care, for each benefit period, the patient pays:

- ◆ Nothing for the first 20 days
- ◆ \$114 per day for days 21-100
- ◆ All costs after 100 days.

**Part B** (pays Medicare eligible physician services, outpatient hospital services, certain home health services, durable medical equipment):

- ◆ \$110 per year and
- ◆ 20% of the Medicare- approved amount after the \$110 deductible has been met.

For more answers to questions about Medicare and programs that help pay for these out-of-pocket expenses, such as the *Medicare Savings Programs*, please call **HICEAS** at **1-800-852-3388**.



The Law and You *continued from page 4*

Exemption for Home Improvements for the Disabled.

Home improvements made to help a disabled person continue to live there (for instance, the installation of a wheelchair ramp) are not taxable. Instead, taxes must be assessed only on the assessed value of the home before such the improvements.

LOCAL OPTIONS FOR ADDITIONAL TAX RELIEF

Exemptions for the Disabled

A town can adopt an exemption for the disabled with its own income and asset limits. A homeowner receiving disability benefits should check with the town/city to see if it has adopted this additional disability exemption.

Exemption for the Legally Blind or Deaf/Hearing Impaired

A legally blind homeowner may be entitled to an exemption of \$15,000 or more, but only if the town/city has adopted this exemption.

LOCAL PROPERTY TAX RELIEF – WHEN AND WHERE TO APPLY

For 2004 taxes, homeowners must file an application for any form of property tax relief with the assessors or selectmen of the town/city on or before March 1, 2005.

Beginning with 2005 taxes, the deadline for exemptions and credits (but not abatements or deferrals) will be much earlier: April 15, 2005. For abatements and deferrals, the deadline for applications for 2005 taxes will be March 1, 2006.

The town/city then has until July 1, to send a written decision granting or denying the request. A municipality’s failure to answer by July 1 is consid-

Caregivers *continued from page 5*

environment and to allay her granddaughter’s fears that she is going to lose Grandma. Sometimes Mary admits to being exhausted and feeling alone, but she is very proud of her little granddaughter. “She is marvelous, and so smart and so sweet, she is a beautiful child”.

A few months ago, Mary and her granddaughter moved into another home in a nice neighborhood, where her granddaughter has made a few friends and is gaining some stability. Slowly, there is progress.

Mary is not alone. There are many other grandparents in similar situations around the state, who find that they have little in common with younger parents whom they meet at schools. Fortunately, grandparent support groups are cropping up in various communities to help these grandparents deal with the realities and issues that go along with raising their grandchildren.

Although Linda and Mary’s situations are varied and unique, they share a common bond. They are among the many family caregivers who have made a selfless commitment to keep a loved one healthy and safe, and at home as long as possible. Is it any wonder that we take time this month to honor these “unsung heros”? They may be ordinary people, but they are doing extraordinary deeds.

To honor these selfless caregivers, the Bureau of Elderly and Adult Services, along with NH ServiceLink and the Alzheimer’s Association, held a

public ceremony on November 30th at TLC Adult Medical Day Program in Concord.

If you know a family caregiver, you can show your appreciation by lightening their load a bit. Consider running errands, doing laundry, cooking a meal, or spending some time with the person being cared for, so the caregiver can get a much-needed rest.

Family caregivers and concerned others who need information and resources can call their local ServiceLink site toll free at 1-866-634-3412 or the NH Family Caregiver Support Program at 603-271-5554. They can help you connect with local resources, support groups, educational programs and temporary respite care.

Hats off to family caregivers!

Family Caregiver Statistics

Regarding family caregivers, statistics provided by the National Alliance for Caregiving and AARP indicate that:

- 61% are women
- 39% are men
- 48% provide up to eight hours of care per week
- 17% provide more than 40 hours of care per week
- The average length of time spent caregiving is 4.3 years.

The Alzheimer’s Association indicates that seven out of ten people with Alzheimer’s Disease live at home. Family and friends provide 75% of their care.

Seniors Share Their Talents

NASHUA SENIOR CENTER TALENT SHOW

The Nashua Senior Activity Center held its annual fall musical production, “Remember When” on October 23, 2004. A cast over 70 senior citizens shared their collective talent and celebrated the positive side of aging, while raising much-needed funds to support the operations of the senior center. This show

had a 1940’s radio theme and featured songs, dancing, and humorous sketches. Pictured here: Tap dancers perform “Razzle Dazzle”.



ered a denial. If the property owner disagrees with the decision, s/he must file an appeal with either the Superior Court or the Board of Land and Tax Appeals by September 1.

PROTECTING DIGNITY AND INDEPENDENCE

Some town officials, especially in smaller towns, are not fully aware of the laws that authorize property tax relief. Local officials can be also be unreasonable about the “financial hardship” requirement for poverty abatements and tax deferrals for the elderly and disabled, putting homeowners in the position of retrospectively defending the smallest detail of a family budget. New Hampshire Legal Assistance advocates can help if a homeowner encounters these problems.

Property tax problems can raise issues of dignity and privacy. Unfortunately, some homeowners may feel that there is stigma or shame in seeking the tax relief to which they are clearly entitled under the laws. Town officials should be even-handed and informative.

Property tax relief can enable homeowners of limited means to keep their homes. Again, New Hampshire Legal Assistance may be able to provide legal representation for homeowners who are unable to resolve these problems on their own. When we work together to help preserve the home of an elderly couple, a disabled person, or a poor family, we also help protect their independence, dignity, and self-respect.

STATE EDUCATION PROPERTY TAX RELIEF

For the first four years of the state property tax, tax relief was limited to low and moderate-income taxpayers in the so-called “donor” towns. Beginning with the 2003 tax-year (as of April 1, 2003) the program was opened to all low and moderate-income taxpayers in every town. The amount of the rebate will vary with the taxpayer’s income level, household composition, and equalized town tax rate.

Single taxpayers with incomes of less than \$12,499 per year and heads of household with incomes of less than \$24,499 are eligible for 100% rebates. There is no relief for single taxpayers with incomes above \$20,000 and families with incomes in excess of \$40,000.

Applications are due between May 1 and June 30, following the final tax bill. You can get the application from your town and must submit it to the New Hampshire Department of Revenue Administration.

If your application is rejected you will be notified in writing within 90 days of submitting the claim. You have 30 days to appeal the denial to the Board of Tax and Land Appeals.

The property tax relief laws are subject to change. Contact your town assessor’s office or the Senior Citizens Law Project of New Hampshire Legal Assistance for updated information.

New Hampshire Legal Assistance operates the Senior Legal Advice Line, which is free and available to any NH resident who is age 60 or older. You can access the Advice Line from 9am-noon on Monday, Tuesday, Thursday and Friday, and from 1-4pm on Wednesday. Toll-free number: 1-888-353-9944 or in Manchester only, 603-624-6000. TTY: 1-800-634-8989

Need Help With Heating Bills This Winter?

If you or someone you know is having trouble paying for heat during the winter season, the NH Office of Energy and Planning Fuel Assistance Program (FAP) may be able to provide some relief.

As funds become available, the Fuel Assistance Program provides benefits to qualified New Hampshire households to assist with heating costs. Renters and homeowners are eligible for the Fuel Assistance Program.

Fuel Assistance benefits are a grant and do not have to be paid back, and

are not counted as income when applying for other assistance programs.

The Fuel Assistance Program can also help households in a heating emergency by securing an emergency delivery of fuel, delaying a shutoff notice, or referring clients to another source of assistance.

For more information or to apply for fuel assistance, call your local Community Action Agency. Information can also be found on the web at [www.state.nh.gov/oep](http://www.state.nh.gov/oep)

SENIOR MOMENTS

Members of The Strafford County Homemakers Day Out Program perform in “We Ain’t Down Yet”, a production of poetry, short skits and plays given on October 16 at Trinity Lutheran Church in Newington, NH and attended by 150 persons. From left to right: Ray Gelineau, Ellie Chabot, Jim Church, George Flechtner, and Joanne Dodge, director of Senior Moments, a theatre group of older adults from the Seacoast Repertory Theater in Portsmouth. In the foreground, an audience member looks on.

The production, which also involved seniors from other programs in the Seacoast area, was sponsored by Senior Moments as part of their outreach effort to bring theater to seniors who could not join in the group. Funding was provided by the United Way of the Greater Seacoast and the Greater Piscataqua Foundation. Another show is planned for April 2005. For more information, call Joanne Dodge at 603-749-2084. Photo credit: Kristen Sawyer, Dover Community News.





# Calendar

## State Committee on Aging Meetings

For information, call BEAS at (1-800-351-1888, Ext. 8772).

## Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

**Belknap** – Third Tuesday of each month at 1pm, at varying locations

**Carroll** – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

**Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)** – Third Wednesday of each month at 9am, at varying locations

**Coos** – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations. Next meeting is April 13.

**Grafton** – Meets quarterly at the Plymouth Regional Senior Center. A meeting will be held in September. Call the Chairperson (see page 8 of *Aging Issues*) for information on the day and time.

**Greater Manchester** – Third Thursday of each month, at 1:30 pm, at varying locations.

**Greater Nashua** – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center on Temple St. in Nashua.

**Merrimack** – Third Tuesday of each month, at 10:30 am, at varying locations.

**Rockingham** – Second Tuesday of each month, at 10am, at varying locations.

**Strafford** – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester.

**Sullivan** – January 10th at 9:00 am, Lake Sunapee Savings Bank, No. Main St., Newport. Future meeting dates after that will be announced.

**North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** – Fourth Friday of each month, at 9:30 am, at varying locations.

## Elder Forums

The last two workshops in this series for direct care providers will be offered at Springfield College School of Human Service, 500 Commercial St., Manchester, NH. Co-sponsored by ServiceLink of Hillsborough County. Topics: “Elder Abuse” w/keynote speaker Lynn Koontz (**January 29, 2005**), and “Aging Well: A Journey” w/keynote speaker Zane Knoy (**February 26, 2005**). Both workshops will be held on Saturday mornings from 8:30-noon. Cost is \$15 per session. Certificates of completion awarded upon request. For more information, call Bernyce Barnes at (800) 727-0504 or email her at [bbarnes@spfldcol.edu](mailto:bbarnes@spfldcol.edu)

## No Place Like Home *continued from page 4*

says, ‘don’t you talk like that’ ” (And Turner doesn’t, not often.)

“That is the last thing in the world we want,” says her son, Mark.

Rather than worrying too much about going to a nursing home, Turner follows the advice she used to give her children about good ways to get through life. Her advice to them, her rule for life, is to follow the five principles of humility, patience, understanding, self-control and forgiveness.

It was humility that enabled Turner to accept the help she needed. “Without it, I would be sitting here helpless, like a fish out of water,” Turner says. When her workers come in, “they all work.” They wash her floors, do laundry, and keep the apartment clean.

One of Turner’s homemakers has been coming for three years, and now knows her well enough to pick out the greeting cards she likes and do the little things that mean so much, such as keeping Turner’s special water glass filled and having things arranged on the table near her chair. From her chair, Turner uses the remote controls that her grandson installed, and can regulate the fan, lights and television. “I like being in control and know what’s going on,” she says.

Turner said that Maureen Babin, her HCBC-ECI care manager from Crotched Mountain Community Care, has helped her maintain control of her life. Babin helped her obtain a hospital bed from UniMed Supply (Dover), lined up medical transportation from Good Point, Inc. (Newmarket) and advocated to have Turner’s thermostat repositioned at a lower level, thereby enabling Turner to reach it. Recently, Babin also assisted with the paperwork needed to redetermine Turner’s Medicaid eligibility.

Turner credits Babin for helping her find and coordinate the services she needs. “She keeps me out of trouble,” Turner says.

Babin shakes her head at this idea. “Telly has the ability to manage situations and she knows when to ask for help. She doesn’t dwell on medical setbacks.”

Although the services Turner receives aren’t always perfect, she says that having a little patience helps. “If it can be better, they’ll think of it – Maureen will.”

*David Mullholland is a Care Manager at Crotched Mountain Community Care in Portsmouth.*

## You Can Reduce Your Risk of Falling



The generous assistance of Dartmouth-Hitchcock Medical Center Staff and the Safety & Health Council of Northern New England made this ad campaign possible.

While the risk of falling increases as you age, there ARE ways you can reduce these risks and remain independent:

- ◆ Talk with your healthcare provider or pharmacist about the medications you take and how they may affect your balance.
- ◆ Get regular exercise, with balance and strength training.
- ◆ Use an assistive device, such as a cane or walker.
- ◆ Add grab bars and handrails throughout your home.
- ◆ Wear safe footwear with non-slip soles that are appropriate for the weather.

Call the NH Falls Risk Reduction Task Force at (877) 783-0432 for more tips.

# The New Hampshire ServiceLink Network

1-866-634-9412  
[www.servicelink.org](http://www.servicelink.org)

Established in 2000, ServiceLink is a statewide network of locally administered community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellite offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living.

To learn more about services available in home-care options, caregiver supports, employment issues, financial/retirement planning, active aging or community involvement, users call the toll-free number cited above and connect with a nearby ServiceLink location. Friendly and knowledgeable people listen to callers’ interests or needs and provide information about available local and statewide services and opportunities, so that callers are able to make choices and plans for themselves.

### Belknap County ServiceLink

780 No. Main Street  
Laconia, NH, 03246  
**Local Line: 528-6945**  
Lisa Morris, Director

### Carroll County ServiceLink

448 White Mountain Highway  
P.O. Box 420  
Chocorua, NH 03817  
**Local Line: 323-9394**  
Susan Deyoe, Director

### Coos County ServiceLink

Berlin Senior Center  
610 Sullivan St., Suite 6  
Berlin, NH 03570  
**Local Line: 752-6407**  
Patti Stolte, Director  
Karen Ross, Coordinator

### Grafton County ServiceLink

Center for Elder Services  
10 Campbell St., P.O. Box 433  
Lebanon, NH 03766  
**Local Line: 448-1835**  
Co-Directors: Dana Michalovic,  
Karen Whitaker

Littleton Area Senior Center  
38 Cottage St., PO Box 98  
Littleton, NH 03561  
**Local Line: 444-4498**  
Contact Person: Faith Lafayette

### Hillsborough County ServiceLink

Manchester  
555 Auburn Street  
Manchester, NH 03103  
**Local Line: 644-2240**  
Dennis Hett, Director  
Nancy Sevigny, Coordinator

Nashua  
Community Council of Nashua  
7 Prospect Street  
Nashua, NH 03060-3990  
**Local Line: 598-4709**  
Ruth Morgan, Coordinator

### Merrimack County ServiceLink

2 Industrial Park Drive  
PO Box 1016  
Concord, NH 03302  
**Local Line: 228-6625**  
Beth Benson, Director

### Monadnock ServiceLink

20 Norway Avenue  
Keene, NH 03431  
**Local Line: 357-1922**  
Melinda Feola-Mahar, Director

### Rockingham County ServiceLink

Seacoast  
30 Maplewood Avenue  
Suite 210  
Portsmouth, NH 03801  
**Local Line: 334-6594**  
Julie Stone, Seacoast Director

Salem  
154 Main Street  
P.O. Box 1363  
Salem, NH 03079  
**Local Line: 893-9769**  
Connie Young, Director

### Strafford County ServiceLink

1 Wakefield Street  
Suite 306  
Rochester, NH 03867  
**Local Line: 332-7398**  
Becky May, Director

### Sullivan County ServiceLink

96 Main Street  
PO Box 1338  
Claremont, NH 03743  
**Local Line: 542-5177**  
Gail Merrill, Director





# Guide to Services

## Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Chief:** Jo Moncher
- Central Office:** 129 Pleasant Street, Brown Building  
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** [www.dhhs.state.nh.us/DHHS/BEAS](http://www.dhhs.state.nh.us/DHHS/BEAS)
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

**Information on BEAS Services and Programs:**

Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

**NH ServiceLink Network:** 866-634-9412

**Adult Protection:** The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and

investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

**NH Family Caregiver Support Program:** This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

**Senior Prescription Drug Discount Program (For persons age 65 and older):** Call 888-580-8902.

**Long-Term Care Ombudsman:** The Long-Term Care Ombudsman Program receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

## Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
<b>Berlin</b>	<b>800-972-6111</b> 603-752-7800	<b>Littleton</b>	<b>800-552-8959</b> 603-444-6786
<b>Claremont</b>	<b>800-982-1001</b> 603-542-9544	<b>Manchester</b>	<b>800-852-7493</b> 603-668-2330
<b>Concord</b>	<b>800-322-9191</b> 603-271-3610	<b>Nashua</b>	<b>800-852-0632</b> 603-883-7726
<b>Conway</b>	<b>800-552-4628</b> 603-447-3841	<b>Portsmouth</b>	<b>800-821-0326</b> 603-433-8318
<b>Keene</b>	<b>800-624-9700</b> 603-357-3510	<b>Rochester</b>	<b>800-862-5300</b> 603-332-9120
<b>Laconia</b>	<b>800-322-2121</b> 603-524-4485	<b>Salem</b>	<b>800-852-7492</b> 603-893-9763

## Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page seven of *Aging Issues*.

<b>BELKNAP COUNTY</b> Mary Frost Gilford <b>524-2974</b>	<b>HILLSBOROUGH COUNTY</b> (Greater Nashua) Kay Noel Nashua <b>882-5502</b>
<b>CARROLL COUNTY</b> Dorothy Solomon Albany <b>447-1199</b>	<b>MERRIMACK COUNTY</b> Jacqelyne Jennings, Co-Chair Bow <b>224-1710</b> John Hoar, Co-Chair Concord <b>228-8340</b>
<b>CHESHIRE COUNTY</b> Martha Bauman Keene <b>352-8725</b>	<b>ROCKINGHAM COUNTY</b> Robert Forsing Raymond <b>895-9451</b>
<b>COOS COUNTY</b> Suzanne Kearns, Co-Chair Berlin <b>752-3010</b> Dona Larsen, Co-Chair Berlin <b>752-1100</b>	<b>STRAFFORD COUNTY</b> Becky May, Co-Chair Rochester <b>740-9594</b> Darlene Smith Dover <b>742-7406</b>
<b>GRAFTON COUNTY</b> Dana Michalovic, Co-Chair Lebanon <b>448-1558</b> Wes Gardner, Co-Chair Plymouth <b>536-1144</b>	<b>SULLIVAN COUNTY</b> Bunny Perry, Acting Chair Newport <b>863-1146</b>
<b>HILLSBOROUGH COUNTY</b> (Greater Manchester) Beverly Arel, Co-Chair Bedford <b>472-8341</b> Helen Zarnowski, Co-Chair Bedford <b>622-8405</b>	<b>NO. COUNTY SR. ACTION</b> Dona Larsen Berlin <b>752-1100</b>

<b>Commodity Supplemental Food Program</b>	800-942-4321
<b>Consumer Protection for Public Utilities</b>	800-852-3793
<b>Consumer Protection for Insurance</b>	800-352-3416
<b>Food Stamp Information</b>	800-852-3345
<b>Foster Grandparent Program</b>	800-536-1193
<b>Fuel Assistance Information</b>	603-271-8317
<b>Governor’s Citizens Service</b>	800-852-3456
<b>HICEAS</b> ( <i>Health Insurance Counseling, Education Assistance</i> )	800-852-3388
<b>Legal Services Advice Line</b> (for Manchester residents only)	888-353-9944 or TTY: 800-634-8989 603-624-6000
<b>Medicaid Information</b>	800-852-3345
<b>Medicare Claims Information</b>	800-447-1142 <b>Part A:</b> 800-522-8323, <b>Part B:</b> 800-447-1142 <b>Quality of Care:</b> 800-772-0151
<b>New Hampshire Help Line</b>	800-852-3388
<b>NH Hospital Association (Living Will Information)</b>	603-225-0900
<b>NH ServiceLink Network</b>	866-634-9412
<b>Senior Companion Program</b>	800-856-5525
<b>Social Security Administration</b>	800-772-1213
<b>Veterans Council</b>	800-622-9230 or 603-624-9230

## State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. Call **1-800-351-1888, Ext. 8772** for more information.

<b>Hon. Peter Batula</b> 12 Paige Drive Merrimack 03054-2837 <b>424-6091</b>	<b>Dr. Mendon MacDonald</b> (Chairman) 73 Schoolhouse Hill Road Gilford 03246 <b>524-2515</b>
<b>Kenneth Brooks</b> 49 Technology Drive, Apt. #57 Bedford 03110 <b>647-4240</b>	<b>Margaret “Marge” McClellan</b> 1156 West Milan Road Milan 03588 <b>449-2014</b>
<b>Hon. Robert Chabot</b> 73 Joseph St. Manchester 03102 <b>625-5617</b>	<b>Robert Montgomery</b> 24 Mountain Road, 3C Goffstown 03045 <b>497-3992</b>
<b>Violet Constant</b> 28 Portsmouth Street Concord 03301 <b>225-5443</b>	<b>Judith Pilliod</b> 504 Province Road Belmont 03220 <b>524-3047</b>
<b>Darwin Farber</b> 12 Meadowood Drive Exeter 03833 <b>772-4341</b>	<b>Susan Presby</b> 83 Elm Street Littleton 03561 <b>444-0335</b>
<b>Robert Forsing</b> 12 Green Road Raymond 03077 <b>895-9451</b>	<b>Dorothy Solomon</b> Box 993 Albany 03818 <b>447-1199</b>
<b>Owen Houghton</b> 262 Nutting Road Jaffrey 03452 <b>532-6970</b>	